

Desktop Address book

Desktop Address book	1
Overview	3
Current method of accessing the directory	3
Accessing the LDAP server directly from the desktop clients has the following limitations:	3
What's required: an Address Book that is easily accessible from anywhere	3
Solution: Mithi's <u>Desktop Address Book</u> (providing easy and offline access to the corporate directory).....	3
Off line access:.....	4
Easy and automatic Address book definition:	4
Smooth Interface:.....	5
Getting started	6
System Requirements	6
Installation	6
Configuration	11
User Information tab	11
Client Information tab.....	11
Desktop Address Book data tab.....	12
Maintenance tab.....	13
Right click menu	14
DAB Outlook Connector – uploading the address book in Outlook clients	15
Outlook 2000	15
Outlook 2003	17
Outlook 2007	19
Enable address lookup in Outlook	22
Using the address book	27
DAB for Outlook Express	31
For Auto-complete:	31
Composing a mail.....	31
Viewing the Address book.....	32
Limitations.....	33
Compare Exchange and MCS behavior	34
Troubleshooting	34
The address book is not getting updated	34
The address book is not working for a Windows user with limited access rights	34
Which files should i send to mithi support to debug client problems.....	34
I am getting a transient error while downloading the address book	34

Finding where is your DAB store folder	35
Check if there is a firewall with access control to server ip	35
Check if multiple extension downloads are blocked	35
Check if client account has rights to run a BITS job	35
How do I check if Background Intelligent Transfer Service is installed	35
How do I check if Background Intelligent Transfer Service is enabled	36
How do I check if BITS interfaces are not registered or the registry settings are corrupted and repair them.....	36
How do I check if BITS is able to download from the client machine	36
How do I check if Is DAB Downloader initialised	36
Autocomplete behavior in Outlook 2003 and Outlook Express	36
A address is not auto completed even though is in though it is in the address list	36
Appendices	38
Appendix A: Work-around provided by Microsoft - To specify the address provider in a message without changing the order	38
Appendix B: Work-around provided by Microsoft - To Change the Address Provider Priority	38
Appendix C: How DAB works via Proxy.....	38
Appendix D: How do I change the data folder of DAB?.....	39

Overview

Current method of accessing the directory

Mithi Connect Server stores the corporate user directory on the server and makes it available via the LDAP interface. You can access this directory by

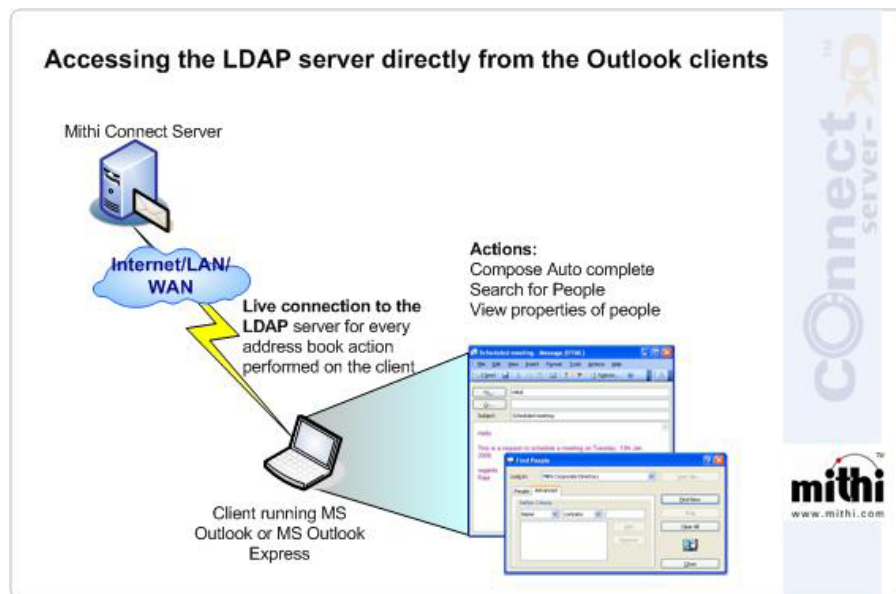
Using the address book interface of the Mithi web client

Or

By configuring the LDAP directory in the desktop email client (Outlook, Outlook express)

Accessing the LDAP server directly from the desktop clients has the following limitations:

- The address list is not accessible, if the connectivity to the server is not available.
- The bandwidth required for the LDAP protocol is high i.e. every lookup or search will require the desktop client to connect to the server.
- Configuration of the LDAP directory in Outlook is not easy and is prone to errors.
- The usability of this solution is poor when compared with the proprietary integration of Outlook with an Exchange backend e.g. Outlook does not display the list contacts stored in the LDAP directory making the selection of contacts a little cumbersome.

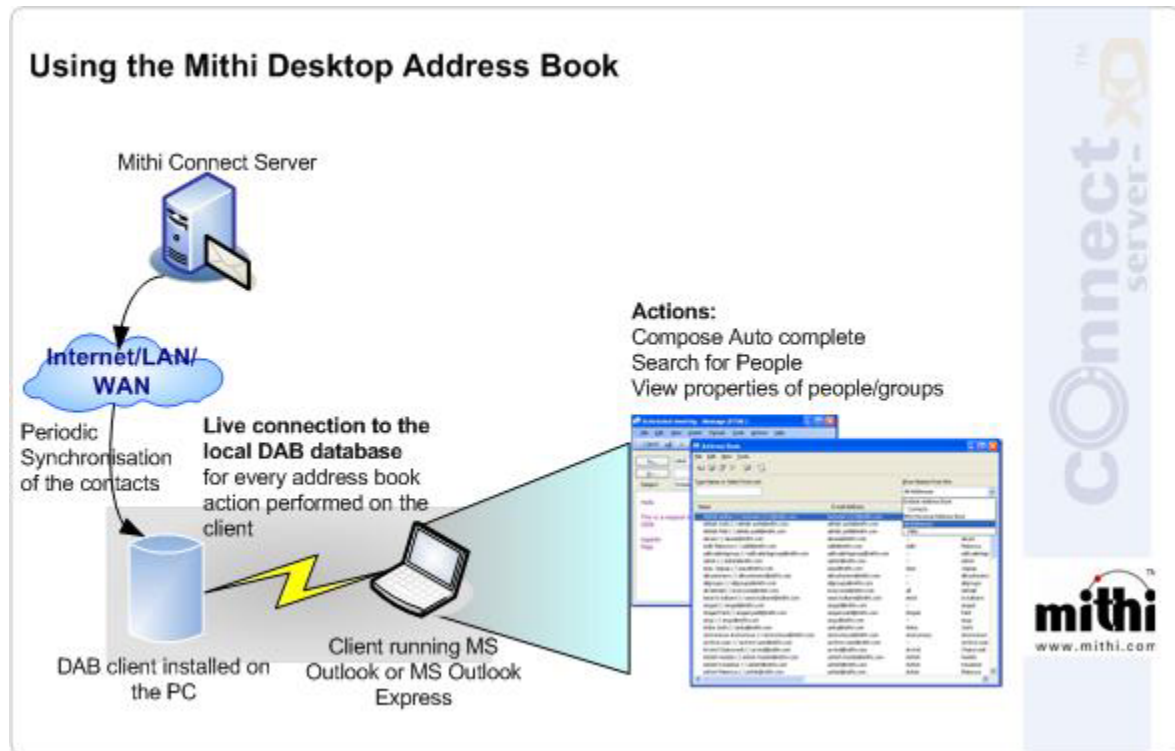


What's required: an Address Book that is easily accessible from anywhere

All end users on a mailing & collaboration system need to be able to easily access the contact information of their colleagues and other associates in the company.

Solution: Mithi's Desktop Address Book (providing easy and offline access to the corporate directory)

The Desktop Address Book (DAB) add-on module for Mithi Connect Server addresses the above challenges.



The Desktop Address Book (DAB) is a Windows application installed on every user's desktop, and has the following key features:

Off line access:

- Periodically or on demand the DAB synchronizes with list of contacts on the server and stores it on the users desktop.
- This list of contacts stored on the users desktop is then accessible via the address book interfaces of Outlook & Outlook express without having to connect to the server.

Easy and automatic Address book definition:

As a major improvement over the older method of defining site & group specific address books in a system like MS Exchange, the Mithi DAB automatically generates views based on selected fields in the directory. E.g. if we configure DAB to show views based on Company & Office, then it will generate address books based on unique values of company and within that office. A sample view is shown below:

All <domain> contacts

Company 1

Office 1

Office 2

Company 2

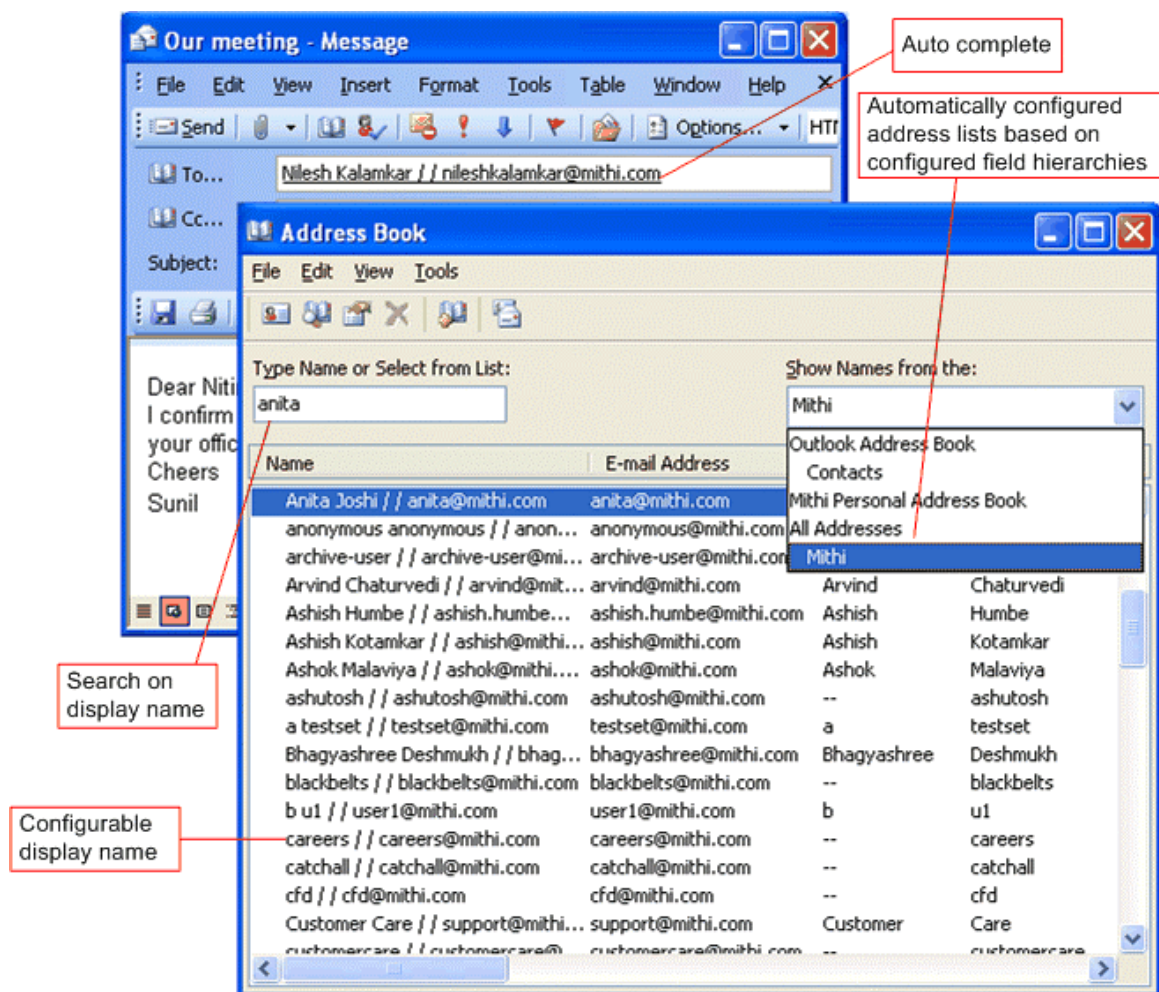
Office A

Selecting Company 1 will show all users from Company 1. Selecting Office 1 will show all users from this office of Company 1.

- This method completely eliminates the need, by the administrator, to define separate address books for each site/group, saving an enormous amount of time and effort.
- The views have a standard look and feel. Selecting a view (company or office) from the interface shows the address book, pertaining to the company or office.
- Users can select different views as default from the Outlook options
- The fields and hierarchy for the views can be defined by the administrator for a domain.

Smooth Interface:

- The fields for each contact are shown in a pane with separate columns.
- Selecting a contact from the address book view, opens up detailed properties of that user. If this contact is a group, the details also contain the list of group members.
- Users can Search for contacts, by display name, in the address book window.



Getting started

This document explains the working of the DAB client installed on the Windows desktop. The document covers, installation, configuration and working of DAB with email clients Outlook and Outlook Express.

A trouble shooting section in the end highlights the key problems faced when installing / working with DAB and their solutions.

To install, configure and use the DAB, do the following

1. Download and install the Desktop Address Book application.
2. Configure the Desktop Address Book application.
3. Close Outlook and Outlook Express applications.
4. Using the right click menu of the application, update the address book.
5. For Outlook clients:
 - a. Depending on the client, configure the DAB connector to upload the address book to the desktop email client.
 - b. Start Outlook.
 - c. Enable Address lookup.
6. For Outlook Express client, follow the steps given in the section on Outlook Express.

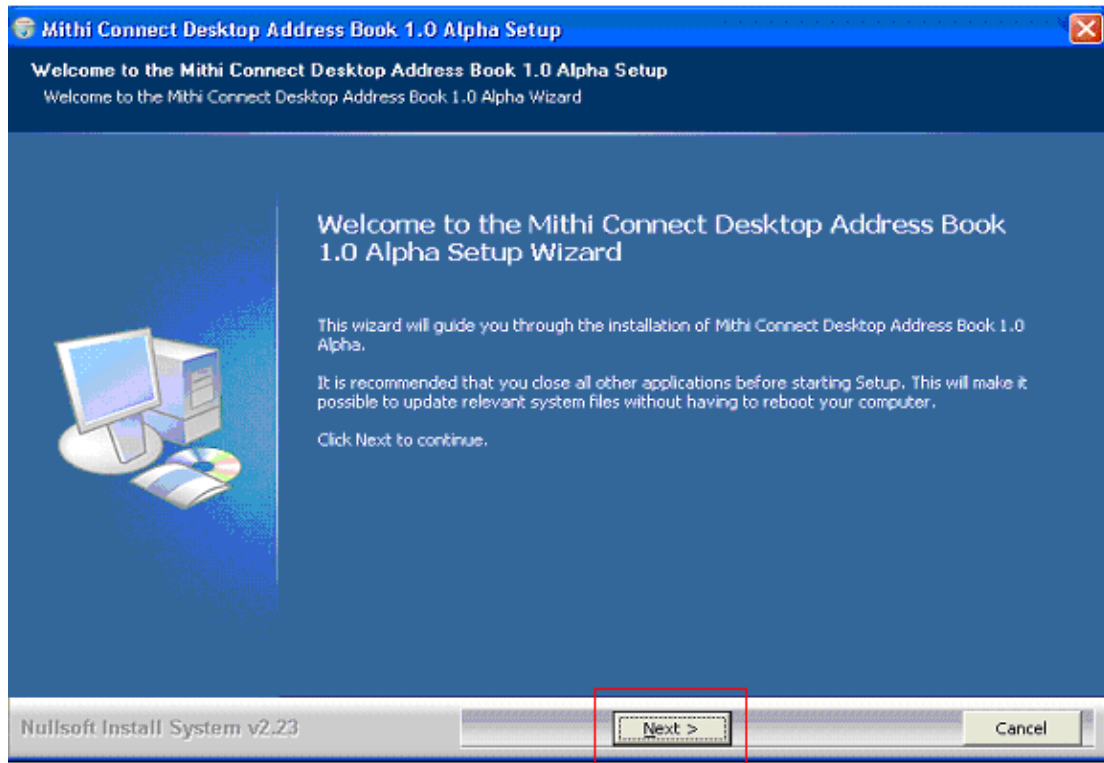
The details for the above steps are given in the sections below.

System Requirements

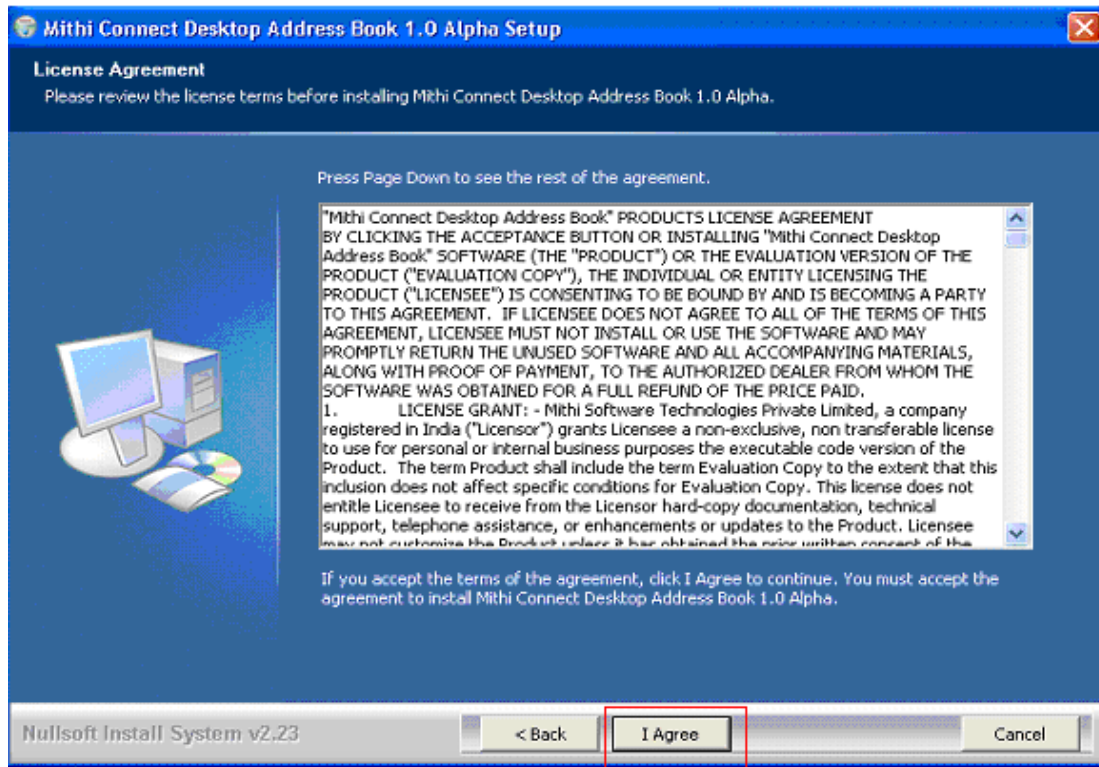
Operating System:	Windows 2000 SP2, Windows XP SP2, Windows XP SP3, Windows XP 64 bit, Windows Vista
Desktop Email Clients:	MS Outlook 2000*/2003/2007 Outlook Express 6.0
RAM:	256 MB+

Installation

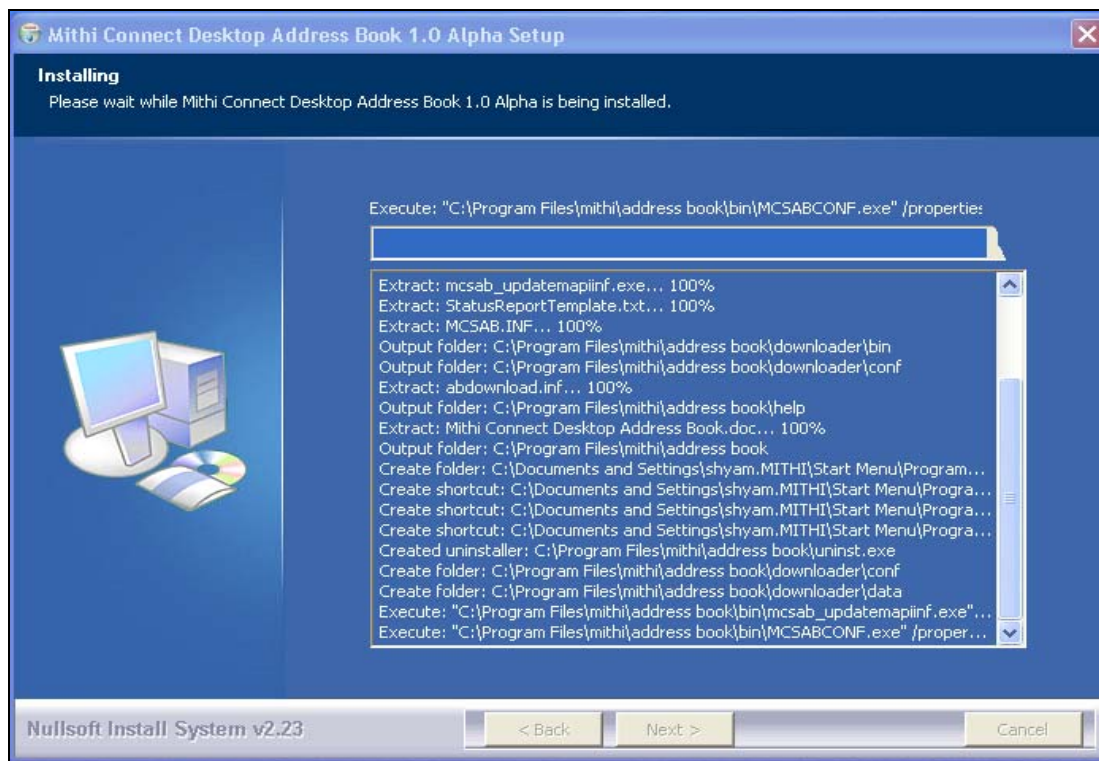
1. Copy the install folder to the client machine.
2. Run **setup.exe** from the install folder.
3. This will launch the Welcome page of the installer. To start installation, click on **Next** button



4. The next page will show the license Agreement for DAB. Click on the **I Agree** button to proceed. Clicking on the Cancel button will stop the installation.



5. The installation now starts. The next screen will show the progress. All the buttons on this page are grayed till the installation is in progress.



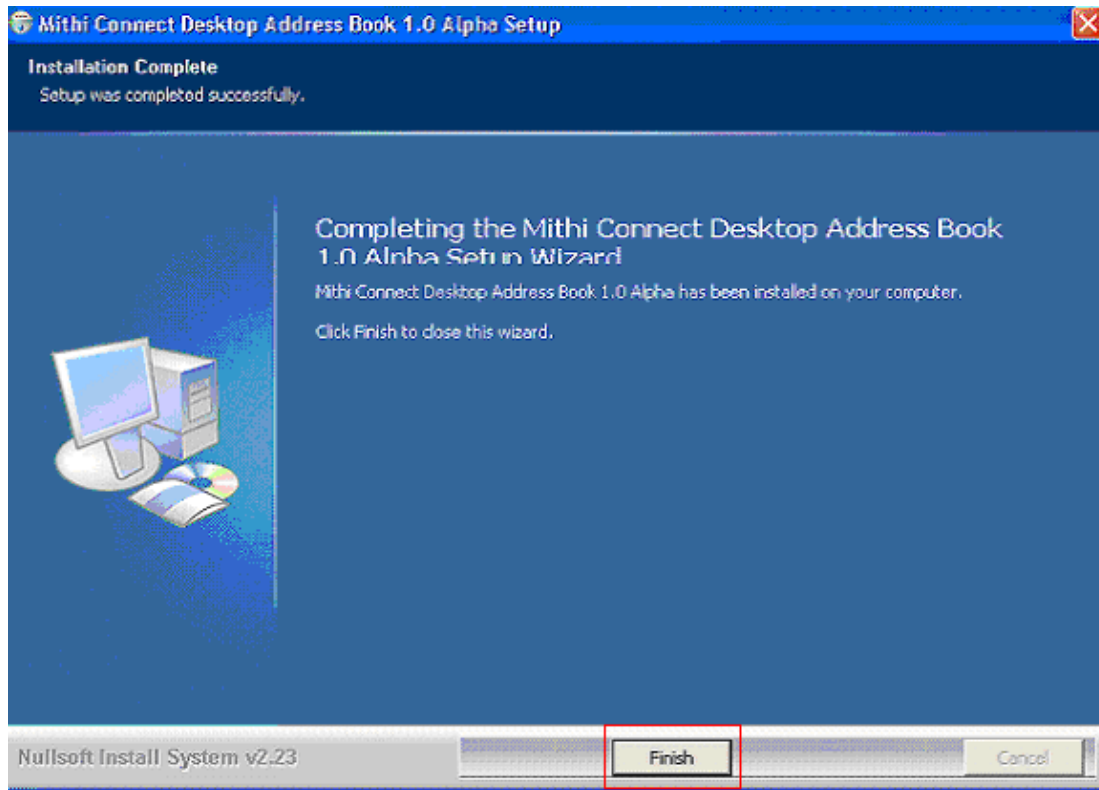
6. Once the installation is complete, the DAB application is launched with the **User Info** tab selected. Here you have to enter user information. Such as user id, domain, the IP of the mail server from where the address book is to be downloaded, etc. The information to be filled is as follows:
 - a. User – The email id has to be given here.
 - b. Domain – The domain configured.
 - c. Server – This is the IP of the MCS server from where the address book has to be downloaded to the client's machine. Please contact your system administrator for the IP to be configured.

The screenshot shows a window titled "Mithi Connect Desktop Address Book 1.0.0.13" with a standard Windows XP-style title bar. Inside the window, there are five tabs: "User information", "Client information", "Desktop Address Book data", "Logs", and "Maintenance". The "User information" tab is selected. The dialog is divided into two main sections. The top section, titled "User Information", contains instructions: "Enter your complete email id eg: swg@mithi.com. The email id is used for authentication as well as troubleshooting purposes." It has three text input fields: "Email ID" (containing "swg@mithi.com"), "Domain:" (containing "mithi.com"), and "Server" (containing "202.56.10.4"). The bottom section, titled "Proxy", contains two checked checkboxes: "Use proxy during address book information download" and "Use authenticated Proxy to download the address book information". Below these are instructions: "The Desktop Address Book uses the proxy settings of the Internet Explorer. The following fields specify that the access to the server is via a authenticated proxy. Enter the proxy account information below." It has two text input fields: "Account" (containing "swg1029") and "Password:" (containing "*****"). At the bottom right of the dialog are three buttons: "OK", "Cancel", and "Apply".

If you are using a proxy server, then the section on the Proxy has to be filled.

Fill in the relevant information and click on the **OK** button. This will take you back to the setup application.

7. Click on the **Finish** button to complete installation.



8. Once the installation is successfully completed, the a yellow icon will appear on the toolbar as shown below.



Configuration

As mentioned earlier, the DAB consists of two major components, one is the Downloader, which downloads the address book from the MCS server and second is the Outlook/Outlook Express Connector which converts the address book into a format recognizable by the desktop email client.

The configuration of both these components is done via the DAB Configuration application. To launch the DAB application, double click on the icon that appears after the setup is complete, as shown below.



User Information tab

By default, the **User Information** tab is shown. The **User information** tab will show the user id, domain and IP address of the server configured. The application connects to the server using this information. Using the **User Information** tab, you can also specify proxy authentication information. For more information on how DAB works with a Proxy server, refer to the Appendix.

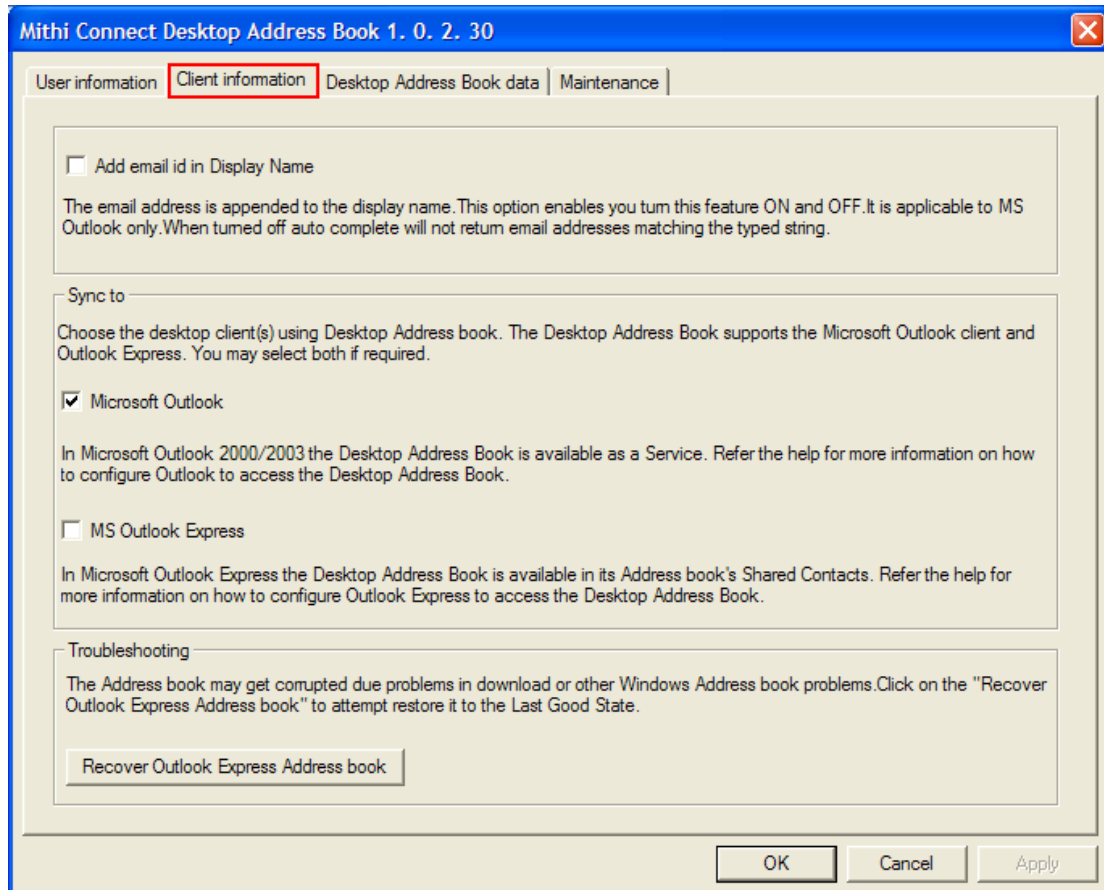
A screenshot of the 'Mithi Connect Desktop Address Book 1.0.0.13' configuration window. The window has a blue title bar and a tabbed interface with five tabs: 'User information', 'Client information', 'Desktop Address Book data', 'Logs', and 'Maintenance'. The 'User information' tab is selected. The window is divided into two main sections. The top section, titled 'User Information', contains three text input fields: 'Email ID' (with 'swg@mithi.com' entered), 'Domain' (with 'mithi.com' entered), and 'Server' (with '202.56.10.4' entered). Each field has a descriptive label above it. The bottom section, titled 'Proxy', contains two checked checkboxes: 'Use proxy during address book information download' and 'Use authenticated Proxy to download the address book information'. Below these are three more text input fields: 'Account' (with 'swg1029' entered), 'Password' (with '*****' entered), and a third empty field. At the bottom right of the window are three buttons: 'OK', 'Cancel', and 'Apply'.

Client Information tab

The **Client information** tab should be used to inform the DAB about the desktop email client being used. All the clients supported by DAB will be available on the page. The current version of Desktop Address Book supports the different versions of Microsoft Outlook clients and Outlook Express. Select the appropriate client. You may select both if required.

The **Add email id in Display Name** option can be used when you do not want the email id to be shown in the first column of the address book listing or on auto-complete.

In the **Troubleshooting** section, clicking on the **Recover Outlook Express Address** book will revert to the last good state of the address book. This option can be used to recover the address book after an Outlook Express crash.



Desktop Address Book data tab

You can configure automatic update of the address book from the server using the **Enable scheduled update of address book** option on the **Desktop Address book data** tab.

On selecting the option, you can customize the schedule as per your requirements. The schedule can be **Daily, Weekly or Monthly**. If you choose Weekly, then you have to specify the day of the week. If you specify monthly then you can specify the day of the month.

Whether you choose Daily, Weekly or Monthly, you can specify the time of the day when the update is scheduled using the **Set the time of the day when you want to start the update** option.

In addition to the scheduled updates, you can sync the address book from the server by clicking on the **Update Address Book now** button.

Mithi Connect Desktop Address Book 1.0.1.22

User information | Client information | **Desktop Address Book data** | Maintenance

Update Address book now

☒ Enable scheduled update of address book

Set the time of the day when you want to start the update: 11:26:00 PM

How often the address book information should be updated from the server

☐ Daily

☒ Weekly

Select the day of the week on which you want to run the update:

Sunday

☐ Monthly

Select the day of the month when you want to run the update:

OK Cancel Apply

Maintenance tab

The options on the **Maintenance** tab are used to configure the logging system. Logs are required to troubleshooting problems in downloading etc.

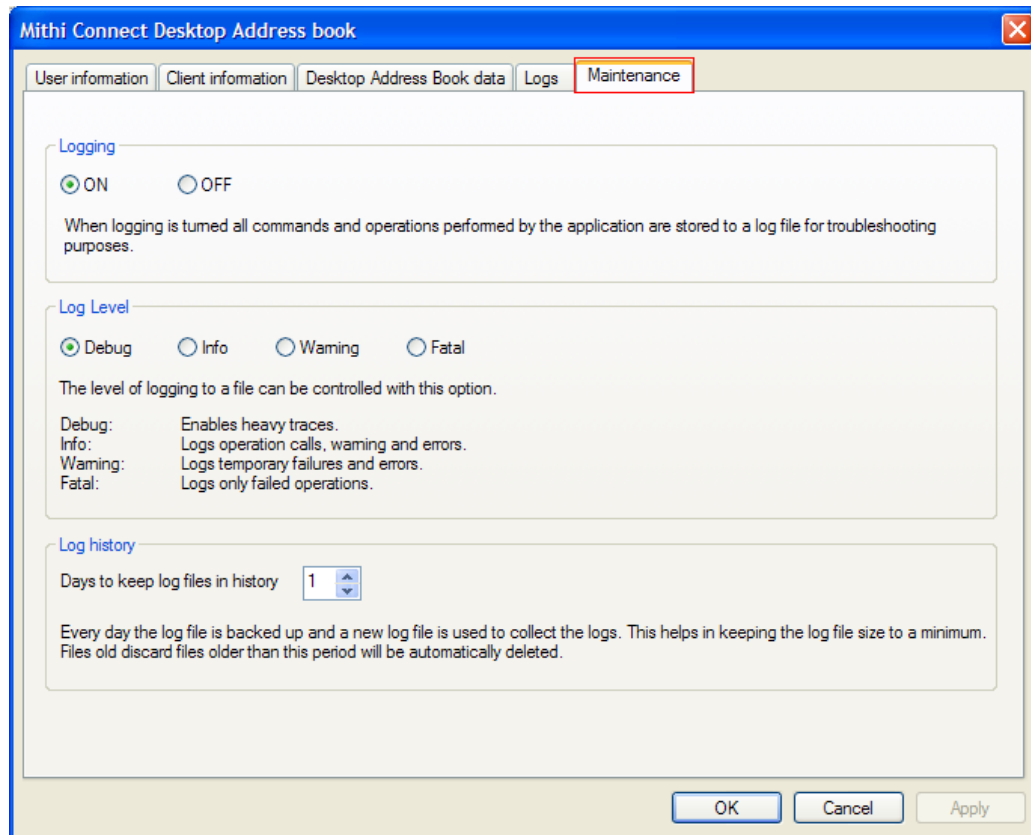
The path in the **Store Folder** is the path where the configuration file, log files etc are stored. To change the default path, give the new path and click on the **Set Store folder** button.

You can turn logging on or off by the **ON** and **OFF** options in the **Logging** section.

The log level can be customized to **Debug**, **Info**, **Warning** or **Fatal** level by selecting the corresponding option in the Log Level section. The description for the log levels are as follows:

Debug:	Enables heavy traces.
Info:	Logs operation calls, warning and errors.
Warning:	Logs temporary failures and errors.
Fatal:	Logs only failed operations.

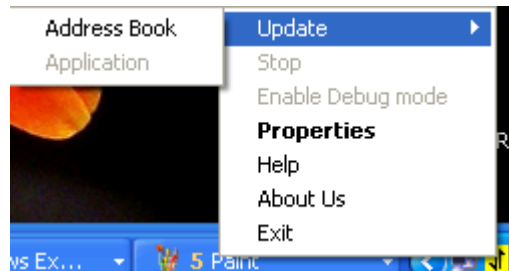
Every day the log file is backed up and a new log file is used to collect the logs. This helps in keeping the log file size to a minimum. The **Days to keep log files in history** setting in the **Log history** section allows you to specify the number of days for which the logs have to be maintained on the PC.



Right click menu

Right clicking on the application will pop up a menu with the following options

1. Update: this option allows you to download the address book now.
2. Properties: launches the application
3. Help: will open this document.
4. About us: will open the Mithi site.
5. Exit: Will exit the application.

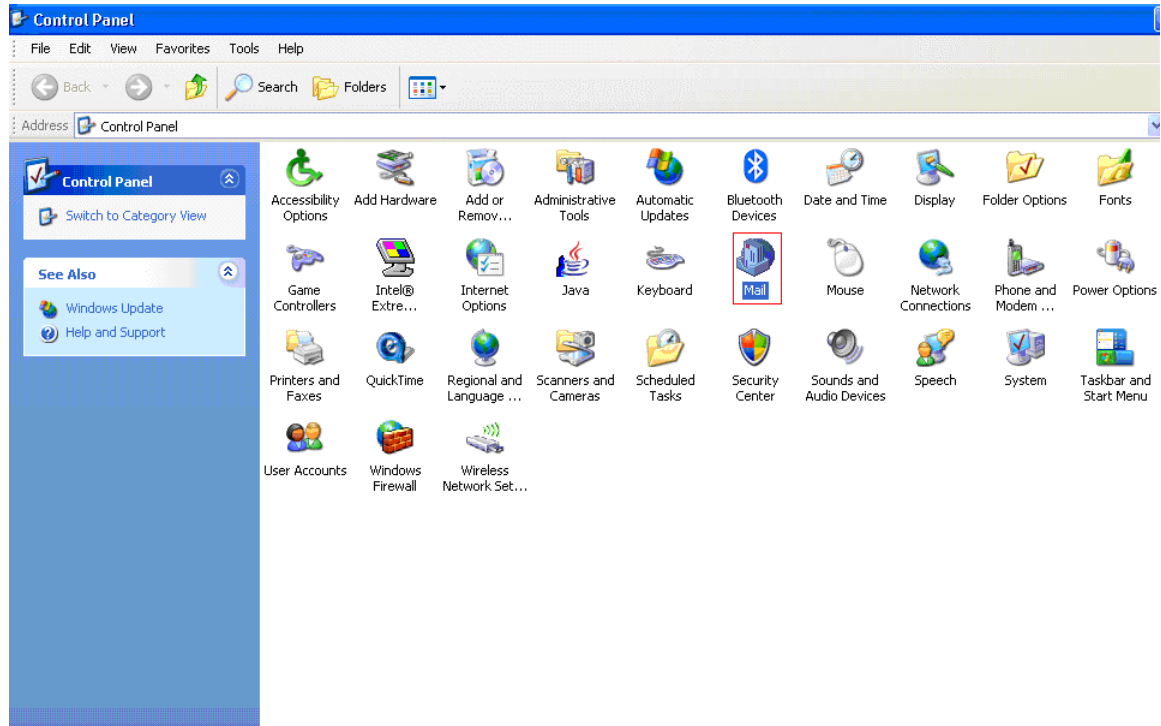


DAB Outlook Connector – uploading the address book in Outlook clients

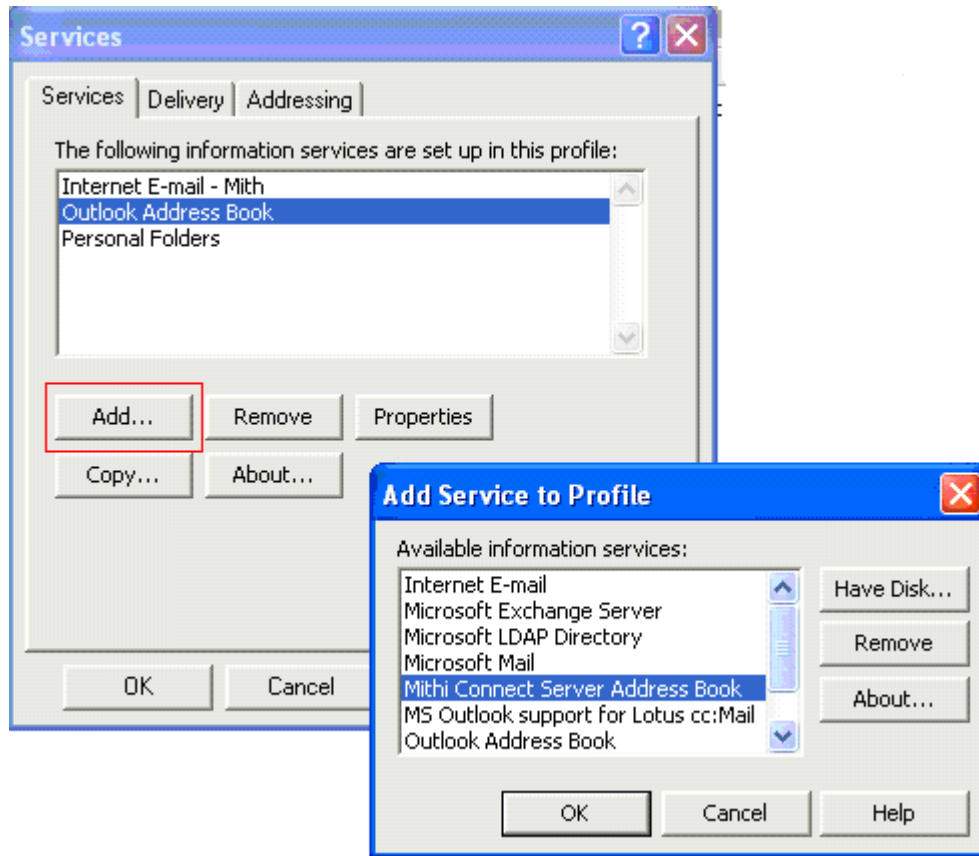
Outlook 2000

To configure the DAB Outlook Connector in Outlook 2000, follow the steps given below:

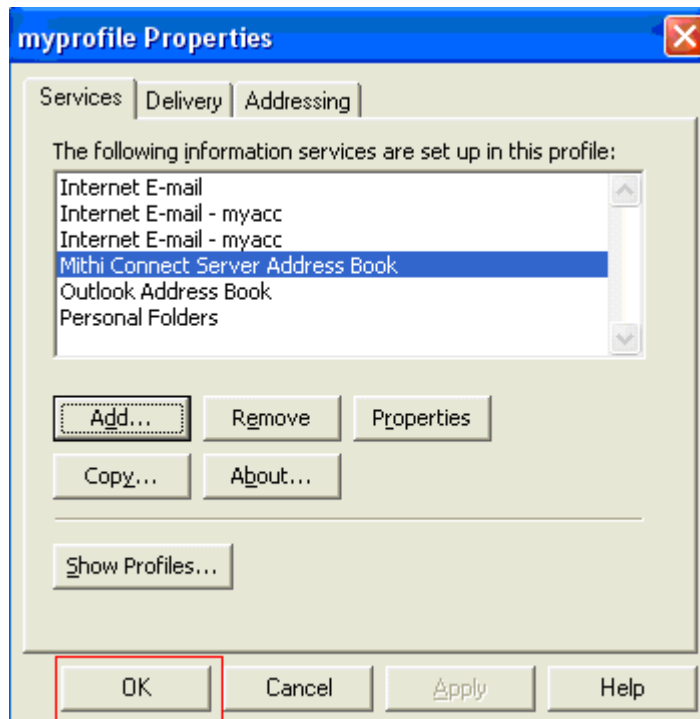
1. From the Control Panel invoke the Mail applet



2. Select **Outlook Address Book**. Click on the **Add** button. This will load the Add Service to Profile dialog box. Select **Mithi Connect Server Address Book** from **Available information services**. Click on the **OK** button.



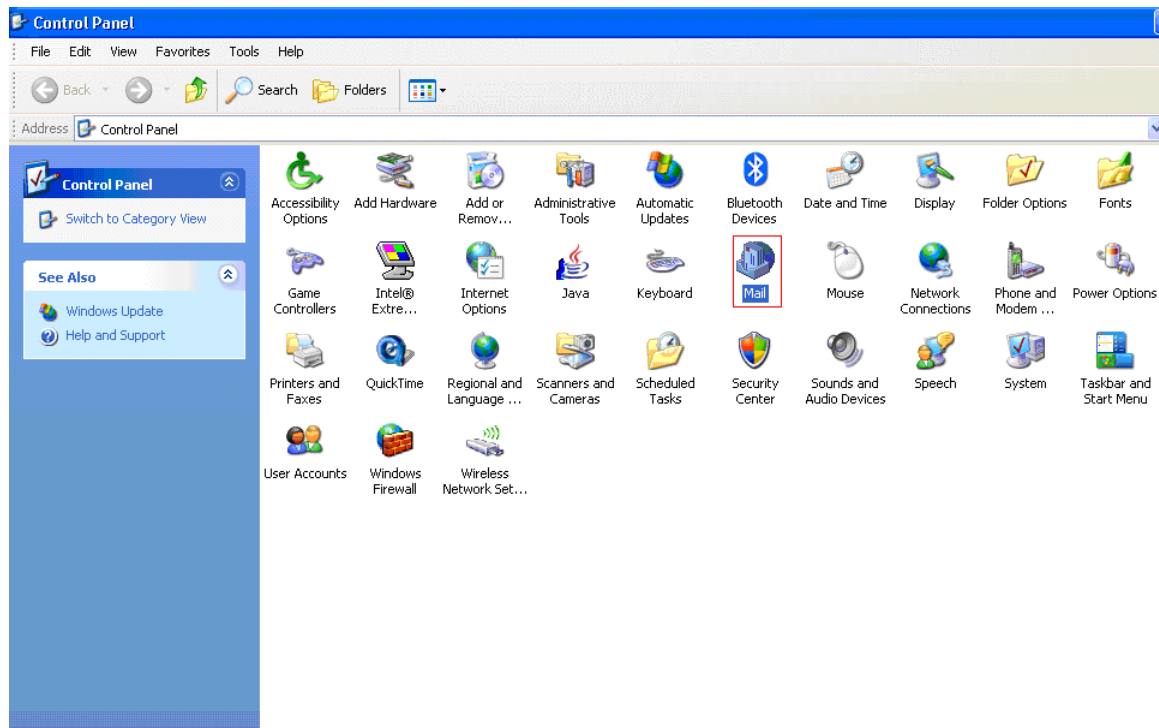
3. The profile Properties dialog box will now show the Mithi Connect Server Address Book service selected. Click on the **OK** button.



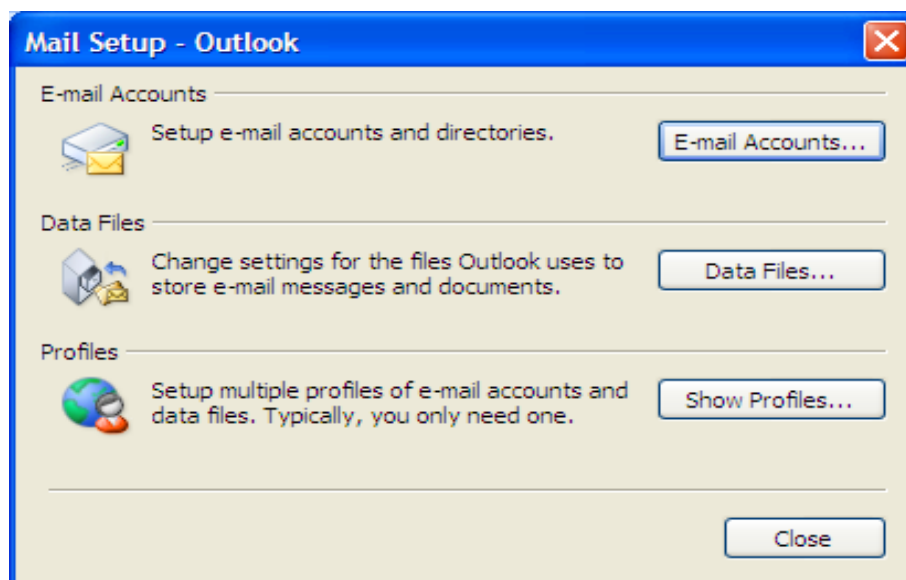
Outlook 2003

To configure the DAB Outlook Connector in Outlook 2003, follow the steps given below:

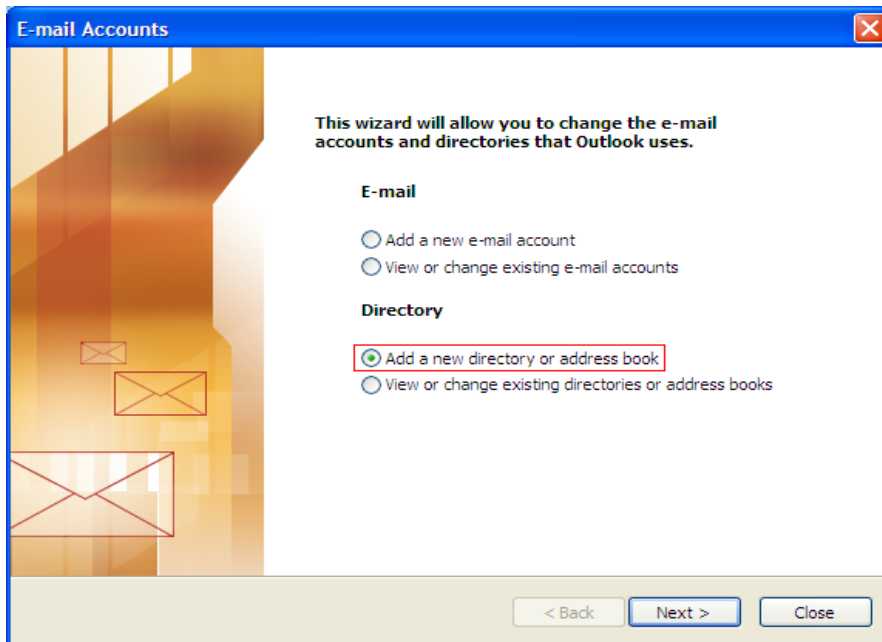
1. From the Control Panel invoke the Mail applet



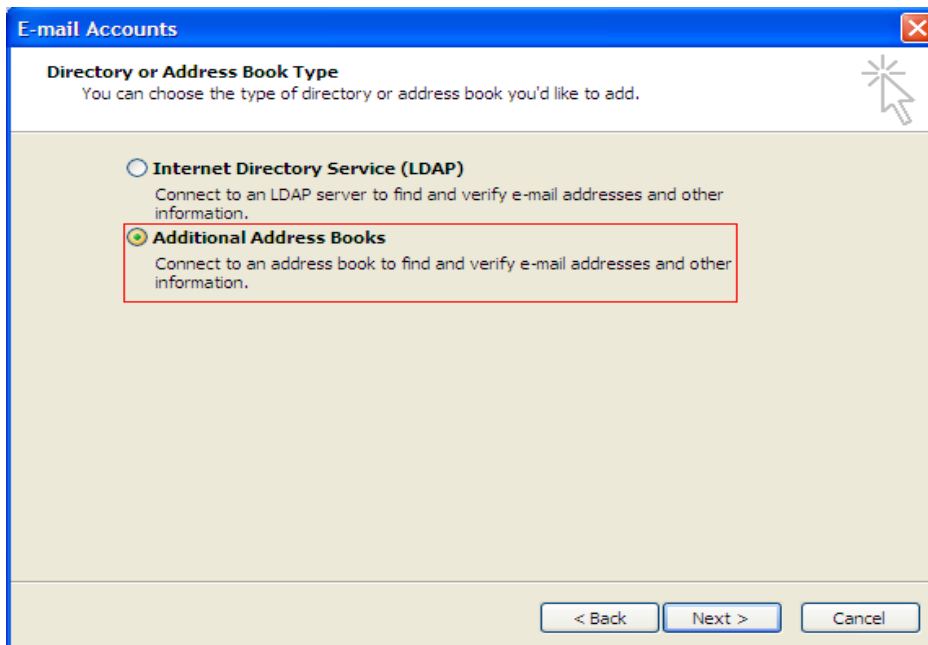
2. Click on **E-mail Accounts** button



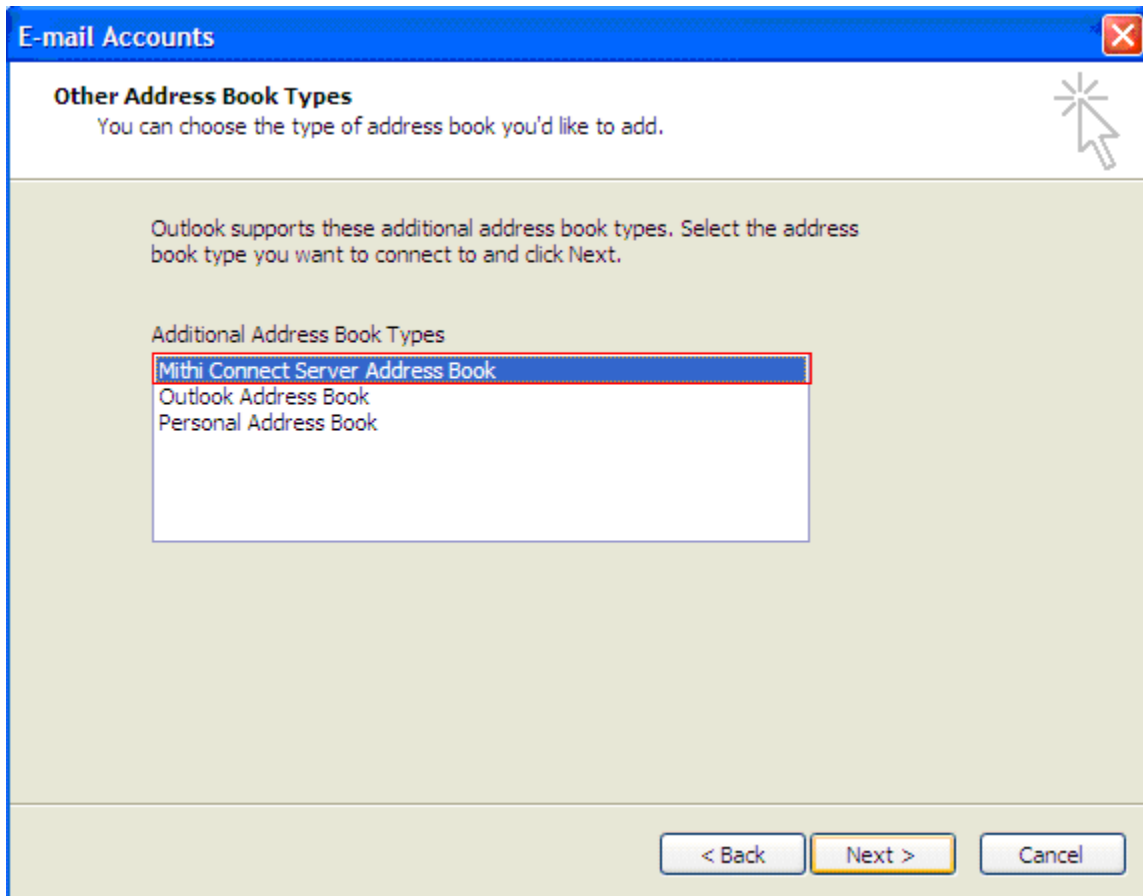
3. Select **Add new directory or address book** and click on the **Next** button.



4. Select **Additional Address Books** and click on the **Next** button.



5. From the list of **Additional Address Book Types** list box, select "Mithi Connect Server Address Book". Click on the **Next** button.

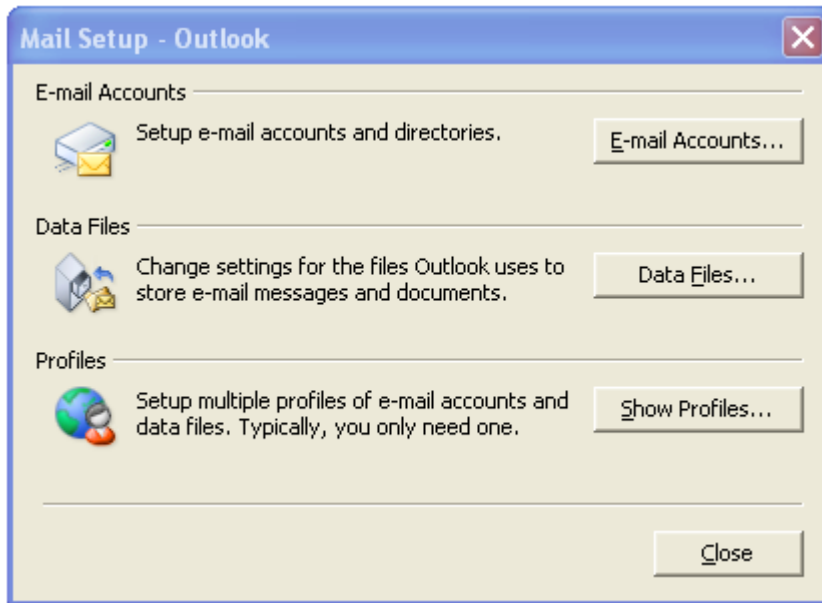


6. When prompted, click on the Finish button
7. Close the Mail Setup Dialog box.

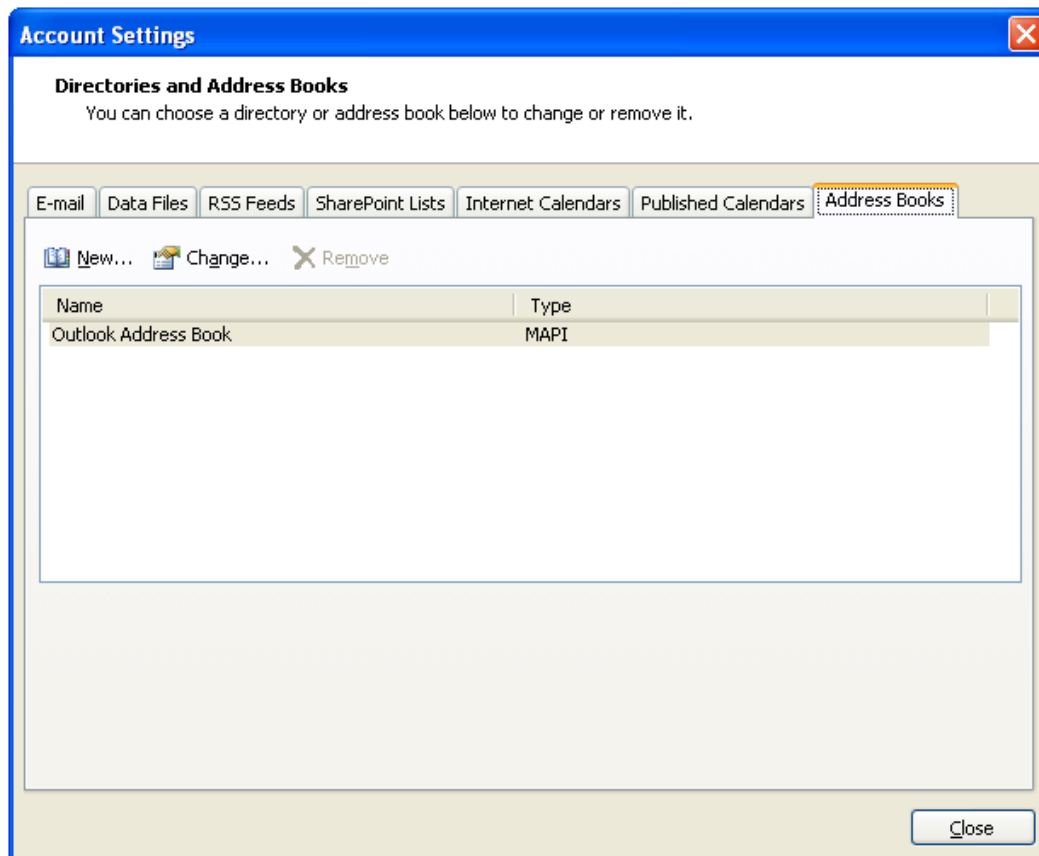
Outlook 2007

To configure the DAB Outlook Connector in Outlook 2007, follow the steps given below:

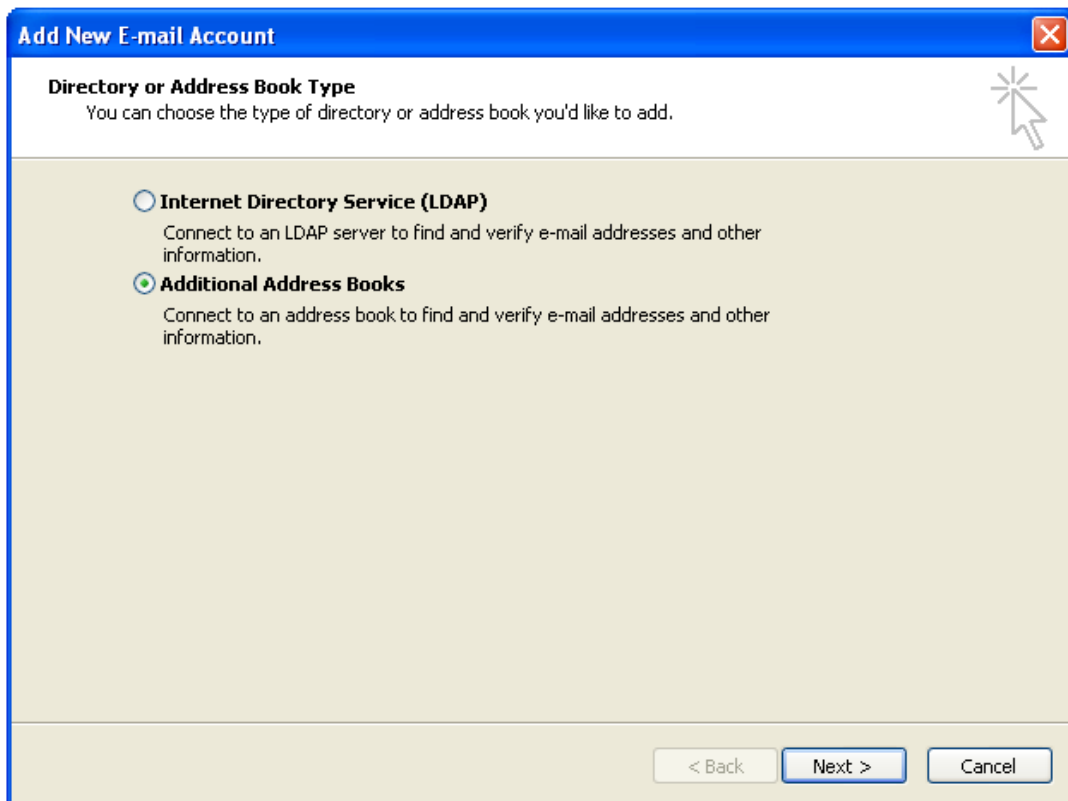
1. From the **Control Panel** invoke the **Mail** applet.
2. On the **Mail Setup – Outlook** dialog box, select **E-mail Accounts ...** button.



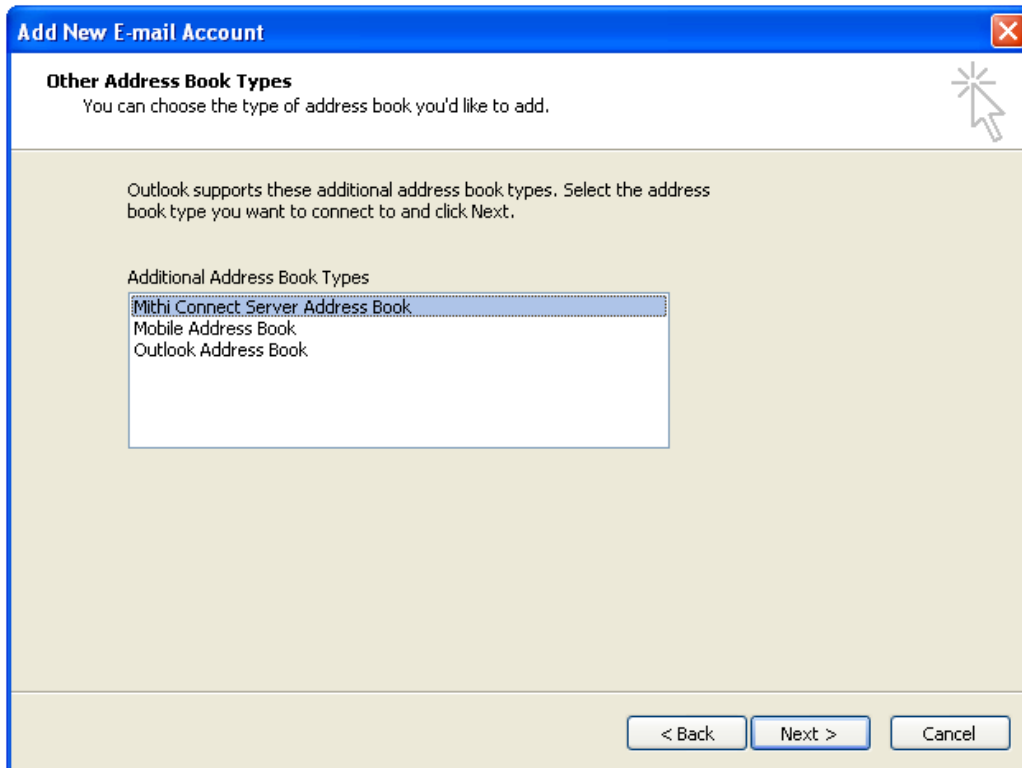
3. In the **Account Settings** dialog box, select the **Address Books** tab.
4. Click on the **New** icon.



5. In the **Add New Email Account** dialog box, select **Additional Address Books**.



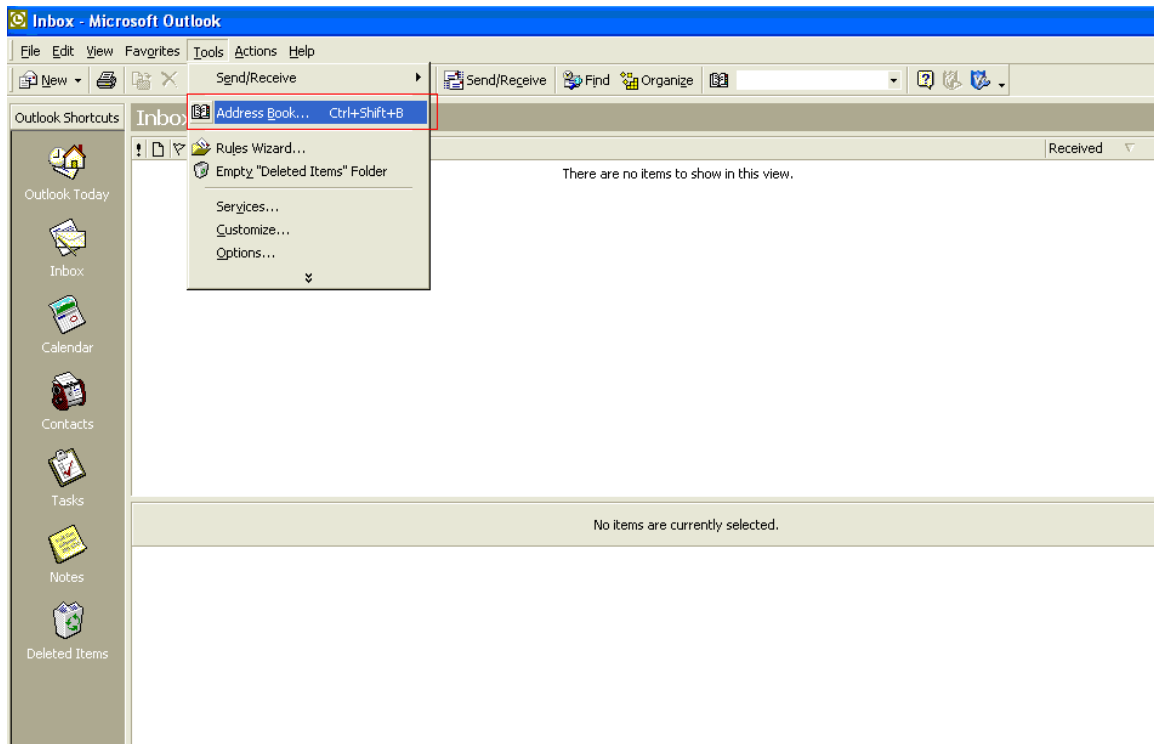
6. In From the list of **Additional Address Book Types**, select **Mithi Connect Server Address Book**.



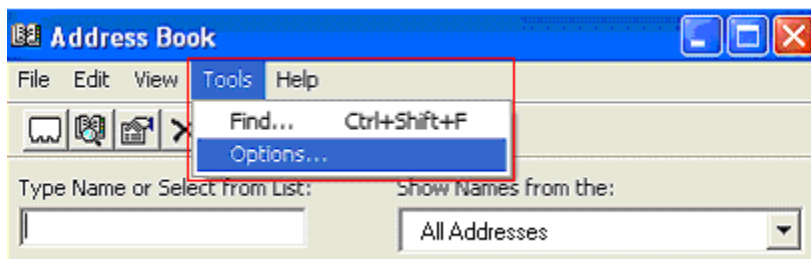
7. Click on **Next** and the **Finish** button.

Enable address lookup in Outlook

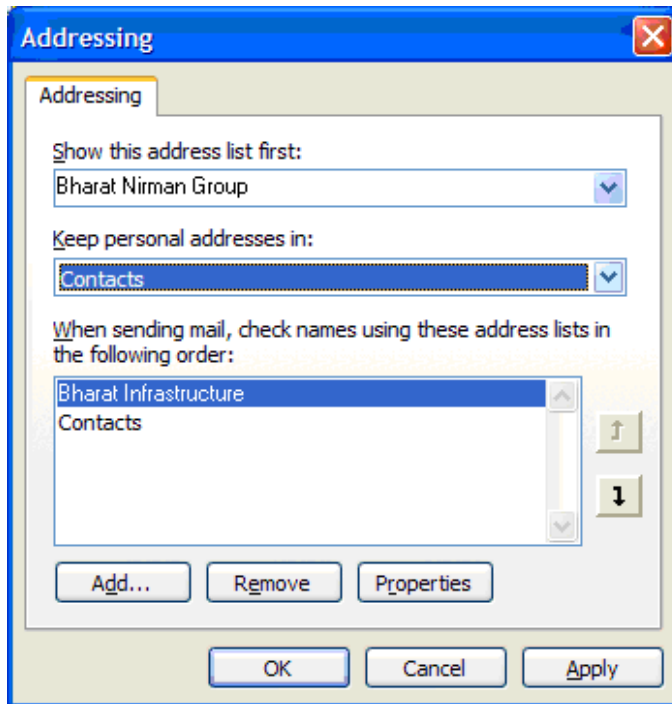
1. Run MS Outlook
2. From the **Tools** menu, select **Address Book...**



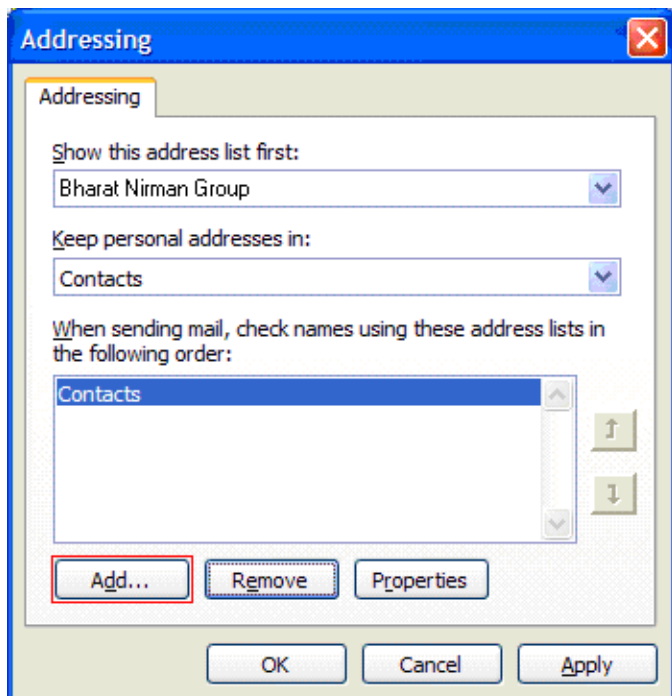
3. In the Address Book dialog box, choose **Options ...** from the **Tools** menu.

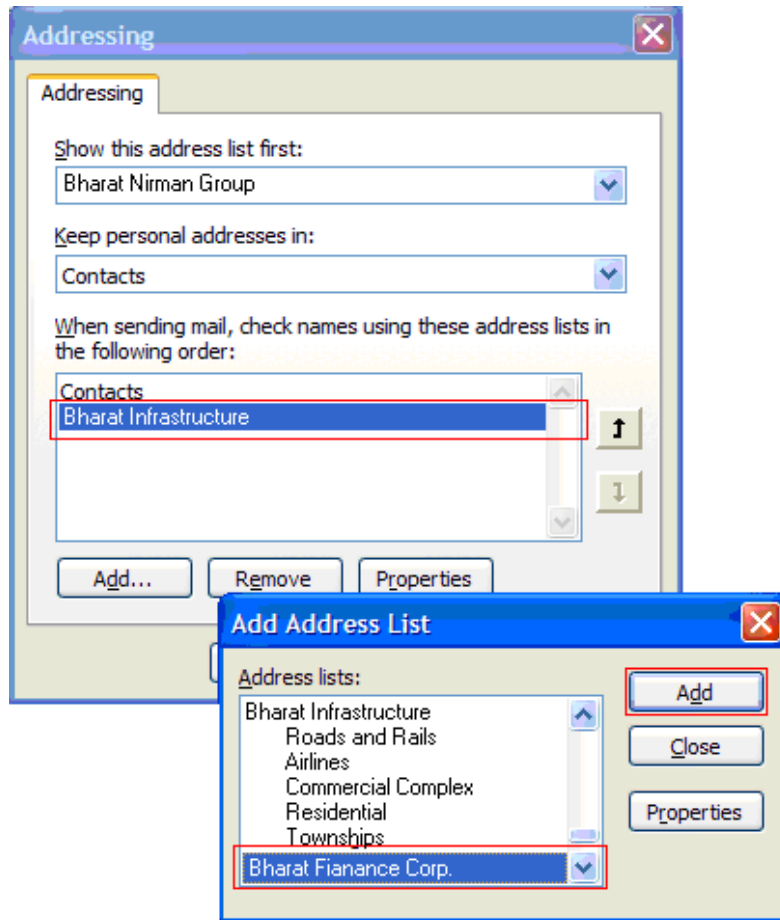


4. On the **Addressing** dialog box that shows up, click on **Add**

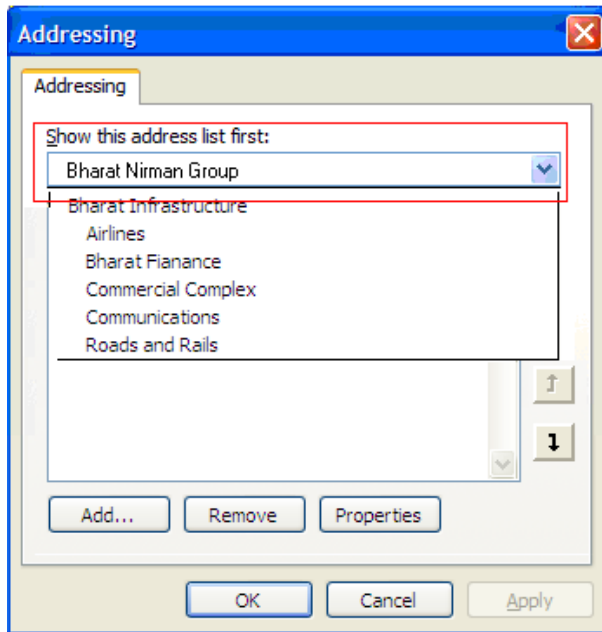


5. From the **Add Address list** dialog, choose the Default Address Book List from the and click on **Add**





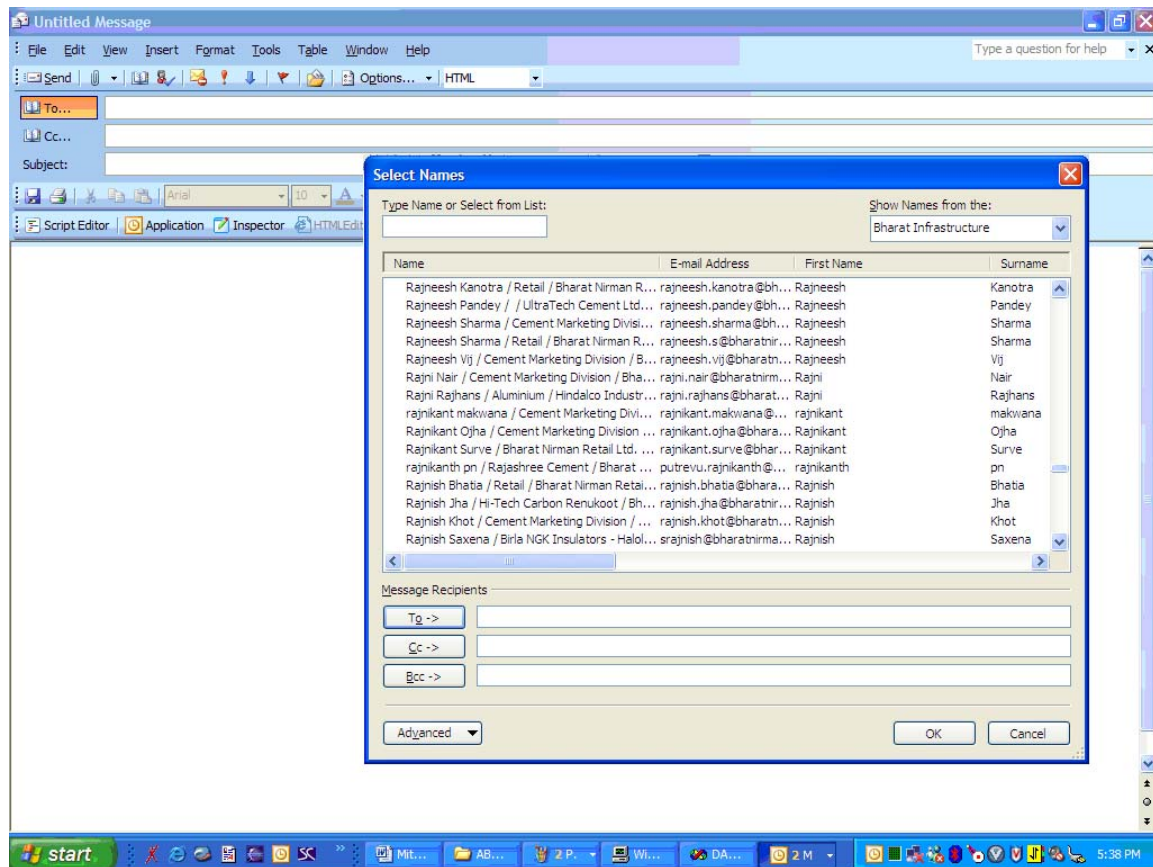
6. This will load the **Add Address List** dialog box. This dialog box will show all the address lists available. There will be an All Addresses list and one for each view defined. For example, for a multi-location setup, where the views are defined using the mailbox location, there will be one list per location. Select the list.
7. Click on **Close**. This will add the address list to the list of addresses in the **When sending mail, check names using these address lists in the following order** list box.
8. The setting in the **When sending mail, check names using these address lists in the following order** determines the address lists used to auto-complete an address when you press Cntrl+K. If you want the system to refer to your local contacts first, then do not change the order. If you want to refer to the address list loaded by the Dab first, then change the order.
9. To set the default address list, select the address list from the **Show this address list first** box. This is the list which will be shown when you click on the TO/CC etc buttons when composing a mail.



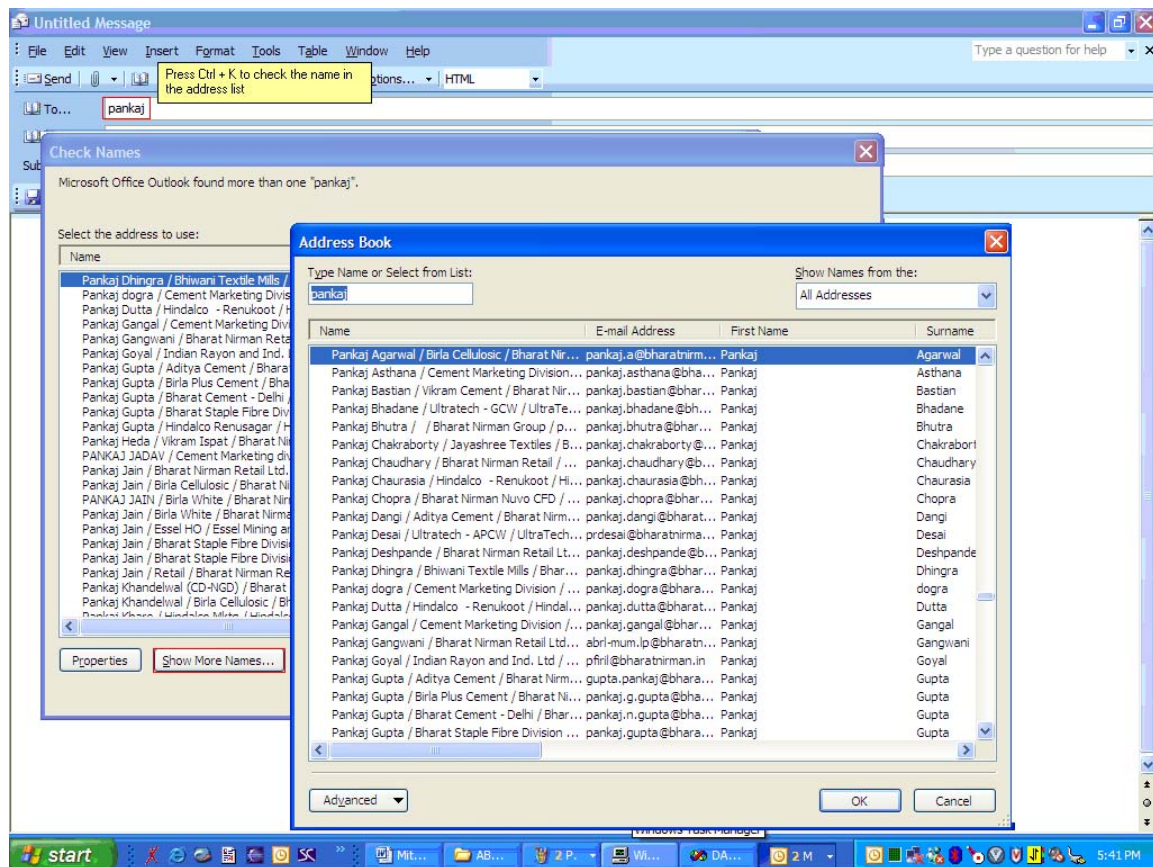
10. Note: Though you can select two different lists in the **Show this address list first** and the **When sending mail, check names using these address lists in the following order**, it is recommended that the same address list is selected for both so that the list used for auto-complete and the list shown are the same.
11. Close the address book application.
12. **Note:** If Outlook finds a match in the local contacts, it does not check the remote address books. Refer Appendix for the work-around provided by Microsoft

Using the address book

From the compose message window you can open the address list by clicking on To/Cc/Bcc buttons.



To auto-complete address in the To/Cc/Bcc box, type a part of the address and press **Ctrl + K**. If Outlook finds a single match then the address is completed. In case multiple addresses are matched the **Check Names** dialog is opened. You can access the entire list by clicking on the **Show More Names...** button



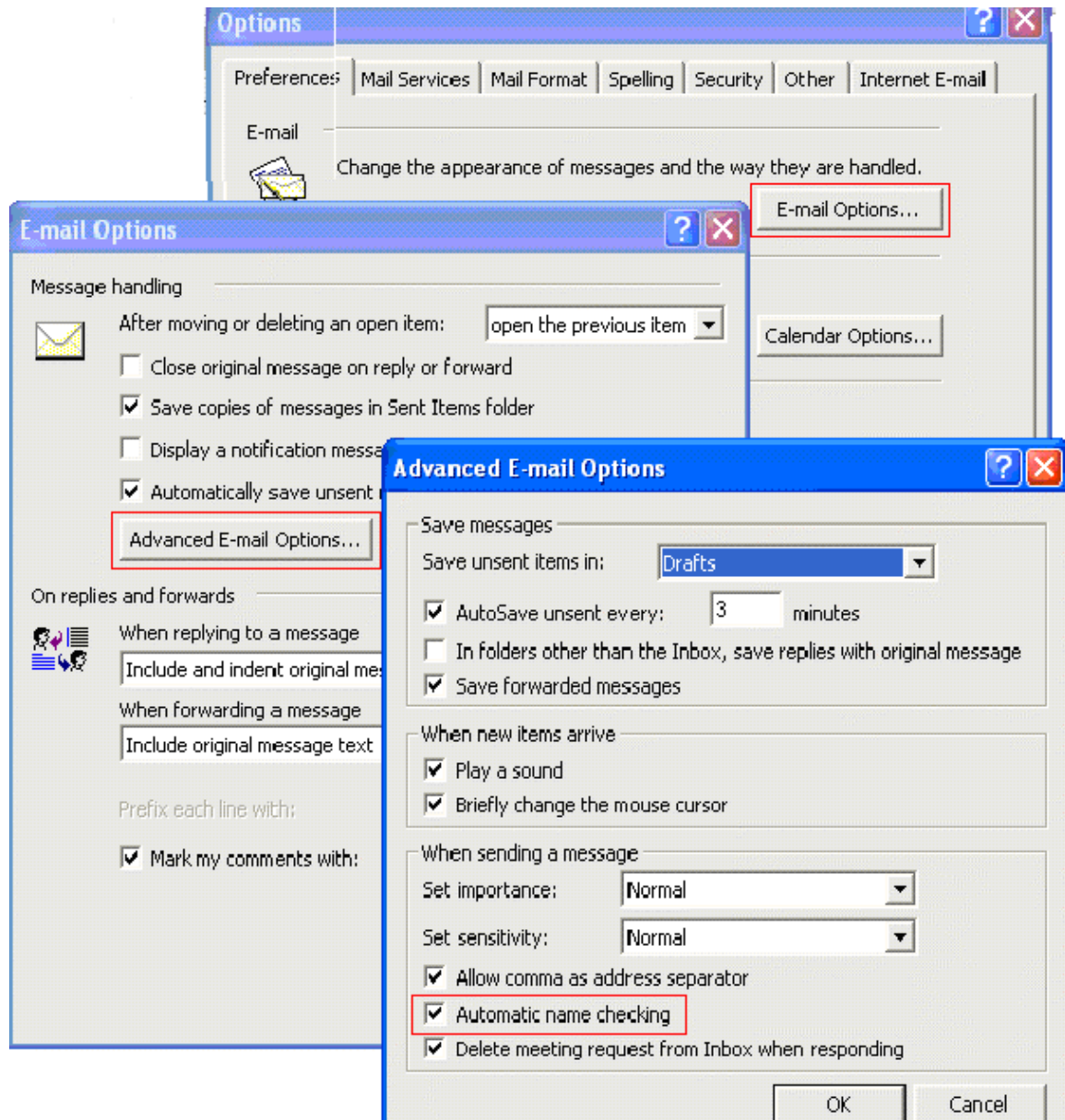
Checking recipient names before sending a message

Before you send a message, Microsoft Outlook automatically checks the names you type in the To, Cc, and Bcc boxes against the names in the Address Book and against those contact folders that you've specified as Outlook Address Books. If an exact match is found, the name is underlined. If multiple matches are found, a red, wavy line appears under the name. Right-click the name to see the matches.

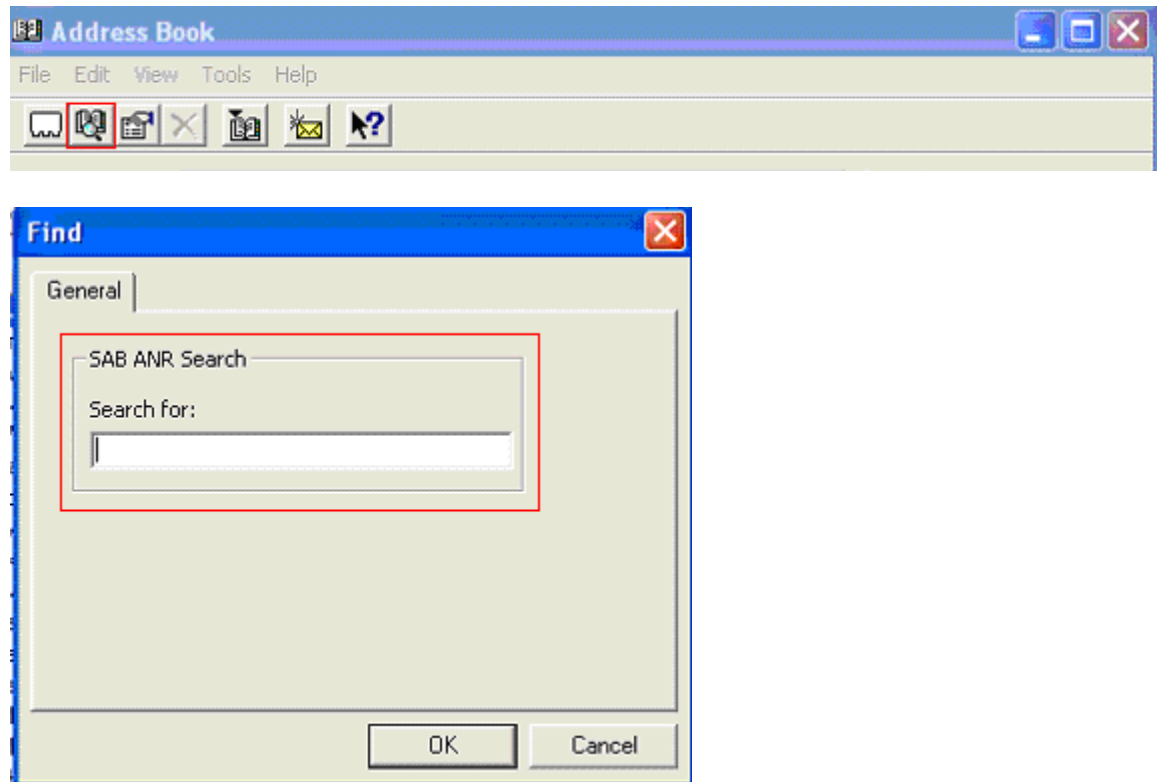
If multiple matches are found, and you have used the address before, the name you chose previously is displayed in the box with a green, dashed underline to remind you that there are other matches. Right-click the name to see the matches.

You can also manually check names in messages by clicking the Check Names button on the message toolbar.

1. To start automatic name checking:
 - a. On the **Tools** menu, select **Options**. On the **Preferences** tab, select the **E-Mail Options** button. In the **Message handling** section, select the **Advanced E-Mail Options**. Button
 - b. In the **When sending a message** section, select the **Automatic name checking** option.



2. Turn on automatic completion of e-mail names
 - a. When sending a message, Type in the first alphabet and use **control + k**
 - b. A list of contacts with similar initial will appear.
 - c. Check/select the required names while completing To, Cc, and Bcc fields check box.
3. Find names in the Address Book dialog box
 - a. On the **Tools** menu, click **Address Book**.
 - b. In the **Show names from the** list, click the address book you want to search for names.
 - c. In the **Address Book** dialog box, on the **Tools** menu, click **Find**, and then type the name for which you are searching.



Notes

- Depending on the address book you select from the Show names from the list, you can type additional search information in the Find dialog box, such as the person's alias or department name.

DAB for Outlook Express

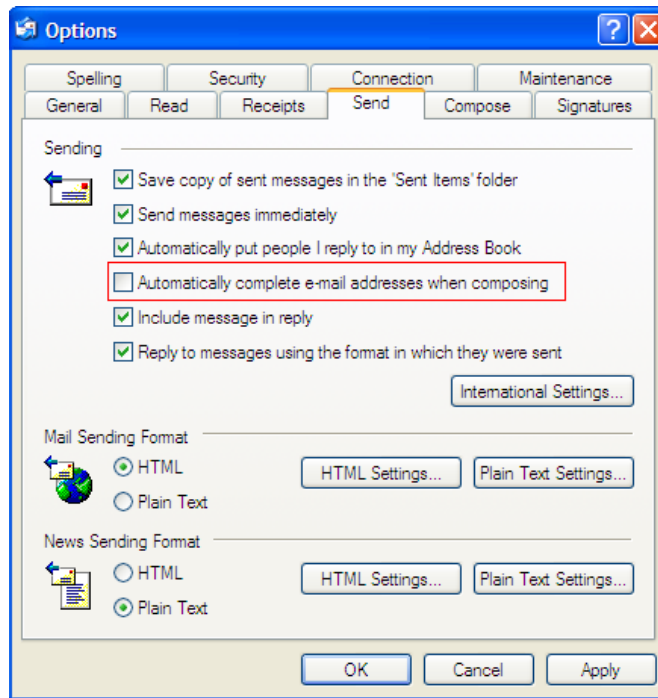
To configure the DAB Outlook Express Connector, select the Outlook Express option on the Client Information tab of the Downloader configuration.

For Auto-complete:

- a. Run Outlook Express
- b. From the Tool menu, select Options
- c. Click on the Send tab
- d. Turn off the "Automatically complete email addresses while composing" option

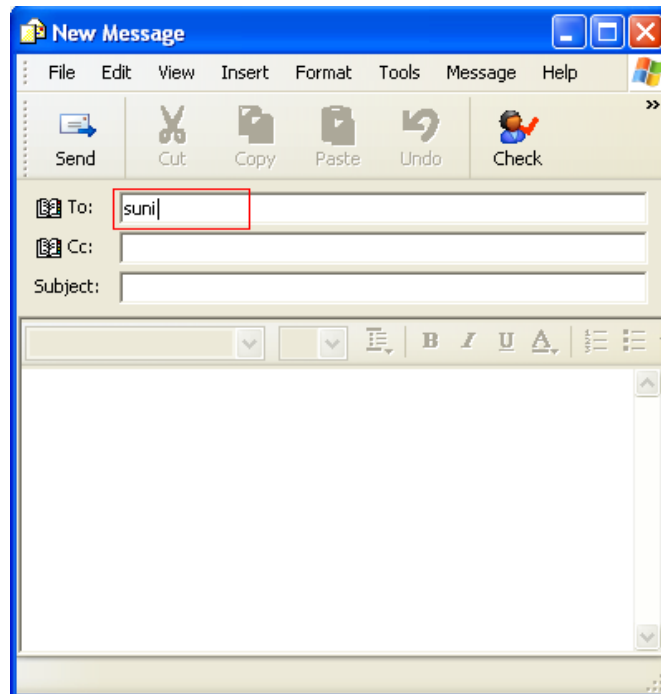
Reason: When this option is on, OE inserts the first email address matching the typed substring. The other contacts are not listed from Address book.

- e. Press OK to save the configuration.

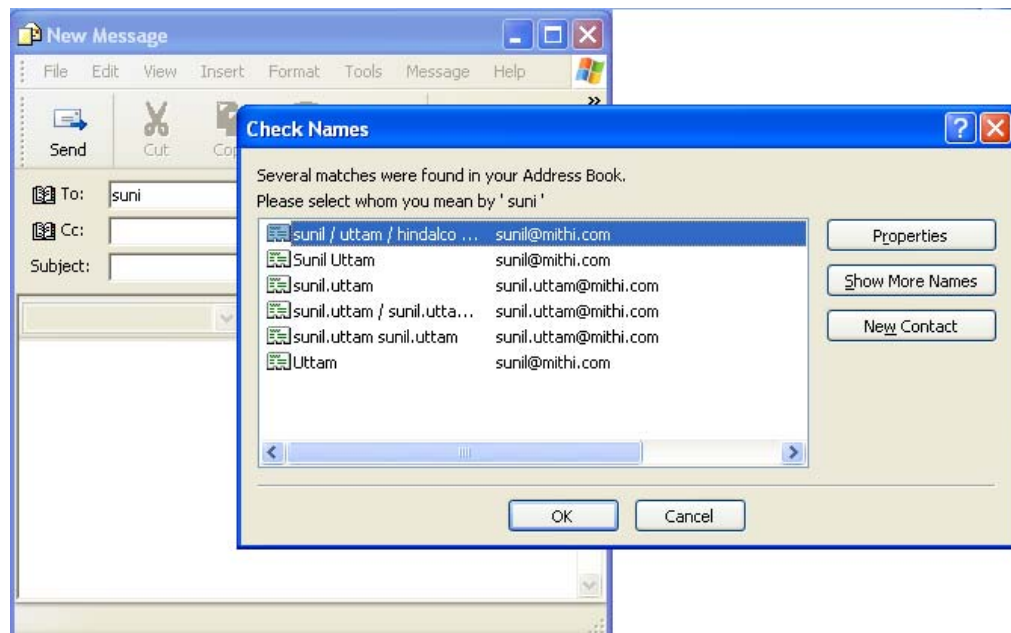


Composing a mail

- a. Run Outlook Express
- b. From the File menu choose New - Message
- c. In the To box, enter the partial name of the recipient



- d. Press Ctrl + K to complete the address
- e. If there are multiple addresses matching the partial string then a pop up box is shown with list of the matched email address

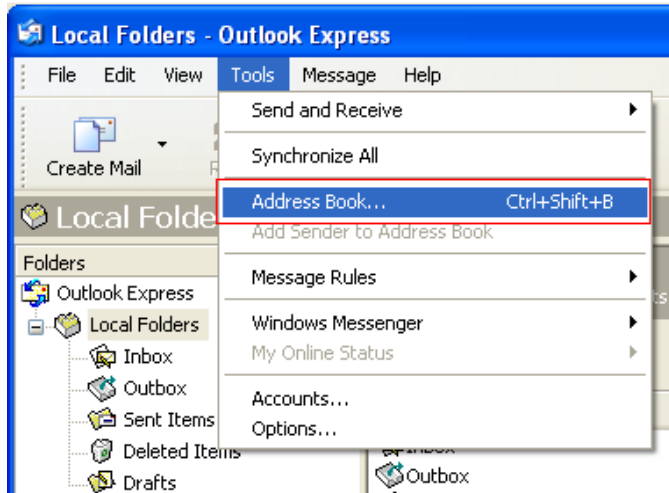


- f. Select the desired addresses and press ok.

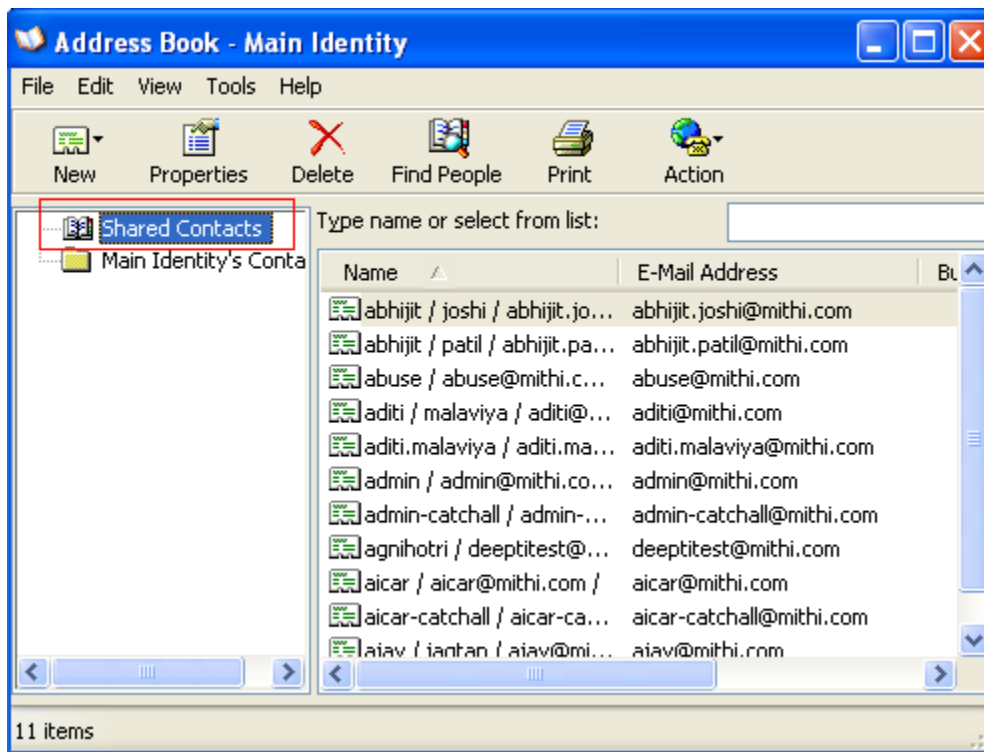
Viewing the Address book

1. Run Outlook Express

2. From the Tool menu, Select "Address Book"



3. In the Address book application, select "Shared Contacts" from the left pane.
4. The Addresses will be listed in the right Pane.



Limitations

1. It needs IE 6.0 to be installed.
2. The desktop machine should have at least 256 MB of RAM. When syncing the address book 50-100 MB of RAM is used.
3. The download and sync will take about 30 minutes, during which clicking on the DAB icon will give no results.

Compare Exchange and MCS behavior

The current beta version of Mithi Connect Server Address book connector does not

1. Show or highlight users, groups and contacts separately.
2. Sort the user list on the fields shown in the Address list
3. Show personal information details for a user
4. Automatically add the Address book to the "Search for names in address" list

Troubleshooting

The address book is not getting updated

Please ensure your outlook client is closed. Update the address book and re-launch the Outlook client to use the updated address book.

The address book is not working for a Windows user with limited access rights

For a user with limited access rights the data folder of DAB will have to be changed. The new store folder should have read and write permissions for the user. Refer Appendix D for details.

Which files should i send to mithi support to debug client problems

- C:\Program Files\mithi\address book\logger\mcsabconf.log

- C:\Program Files\mithi\address book\downloader\conf\abdownload.inf

- C:\Program Files\mithi\address book\data\Address_Book.csv

- C:\windows\mithiab.ini

I am getting a transient error while downloading the address book

DAB required BITS service running properly on the client machine this is the same service used by the Windows Update. Check if your Windows Update is working properly on the machine.

- Open Windows Control Panel
- Select System
- Click on Automatic Updates tab
- Select either Automatic or Download updates for me, but let me choose when to install them
- Press ok
- Check if windows update is working
- If not refer to Troubleshooting Windows Update on microsoft's site.

Workaround

On the server perform the following steps:

- cd /mithi/mcs/modules/mithi-mailclient/user/pl/webapp/webroot/addressbookdb/<domainname>/global
- cp Address_Book.csv.gz /tmp
- gunzip /tmp/Address_Book.csv.gz
- cp /tmp/Address_Book.csv.gz Address_Book.csv
- chmod 644 Address_Book.csv

On the client perform the following steps

- Open your browser
- In the address bar type: `http://<server ip>/addressbookdb/<domainname>/global/Address_Book.csv`
- Save the file on client machines C:\
- copy the file to the DAB store folder

Finding where is your DAB store folder

- From the Windows Start menu open the Run dialog
- Type cmd and press enter
- run the command: `find "PATH" %WINDIR%\mithiab.ini`

Check if there is a firewall with access control to server ip

- Open Internet Explorer
- In the address bar type `http://<servername>/addressbookdb/<domainname>/Address_Book.csv`
- The file should be downloaded

Recommended Solution

- Add <serverip> as a trusted site in your firewall or Proxy.

Check if multiple extension downloads are blocked

- Open Internet Explorer
- In the address bar type `http://<servername>/addressbookdb/<domainname>/Address_Book.csv`
- The file should be downloaded
- If the Step A failed and this worked then either files with gz extension are blocked

Or

- Files with multiple extensions (.csv.gz) are blocked.

Recommended Solution

- Add <serverip> as a trusted site in your firewall or Proxy.
- Allow files with multiple extensions and gz extension for this site

Check if client account has rights to run a BITS job

- Does user have administrator rights

If not

- Is the user a standard (Power) user
- Is the user a restricted user

Recommended Solution

- Minimum the user should be a Power User.

How do I check if Background Intelligent Transfer Service is installed

On the Start menu, click Run.

In the Run Dialog box, type services.msc and then click OK.

In the list of services, find Background Intelligent Transfer Service

How do I check if Background Intelligent Transfer Service is enabled

On the Start menu, click Run.

In the Run Dialog box, type services.msc and then click OK.

In the list of services, find Background Intelligent Transfer Service
click Properties.

The Startup type should show Manual/Automatic

How do I check if BITS interfaces are not registered or the registry settings are corrupted and repair them

Run the command

On the Start menu, click Run.

type cmd and press enter

Run the command

Bitsadmin /util /repairservice /force

How do I check if BITS is able to download from the client machine

From the windows command prompt, run the commands

mkdir c:\tmpdownload

bitsadmin /transfer myDownloadJob /download /priority normal http://<server ip>/index.html
c:\tmpdownload\index.html

How do I check if Is DAB Downloader initialised

1. Double click on the Mithi DAB(Yellow)icon on the System Task bar
2. Click on the Maintenance Tab
3. Copy the Store Folder path and open it using the Windows Explorer
4. Open the logger folder
5. The log file is
Find "BITS Initialisation failed error code:"

Autocomplete behavior in Outlook 2003 and Outlook Express

On Outlook 2003 after typing part of the address/firstname/lastname one needs to press Ctrl + K to get the list of contacts which match the sub-string. The Contact is matched if the substring forms the part of the display name.

On Outlook express the auto complete lists addresses which start with the typed string. To lookup for a substring the user needs to press Ctrl + K

A address is not auto completed even though is in though it is in the address list

a. Is the address present in the views selected for auto complete

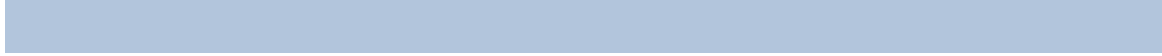
Select a Address view common to both the address lists for auto complete

Refer: Enable address lookup in Mithi Connect Server Address Book. (Outlook 2000 and 2003)

b. Does the substring match with a address in another address list selected for auto complete

Select a Address view common to both the address lists for auto complete

Refer: Enable address lookup in Mithi Connect Server Address Book. (Outlook 2000 and 2003)



Appendices

Appendix A: Work-around provided by Microsoft - To specify the address provider in a message without changing the order

To specify the address provider in a message without changing the order, follow these steps:

1. On the File Menu, click New, and then click Mail Message. Click to place the cursor in the To, CC, or BCC field, and type an e-mail address.
2. If you want to force the address to be resolved from the GAL, type an EQUAL SIGN (=), or if you want to force the address to be resolved from Contacts, type a MINUS SIGN (-).

NOTE: When you use this method, make sure to type a space between the EQUAL SIGN (=) or the MINUS SIGN (-), and the alias that you intend to resolve.

3. Type the recipient name, or Microsoft Exchange Server alias for the recipient immediately after the character chosen in step 2.
4. Repeat the process for all other recipients and then send the message.

The address provider order will be overridden for the message currently sent, but this does not make a permanent change to the order specified using the steps in the "To Change the Address Provider Priority" section.

Appendix B: Work-around provided by Microsoft - To Change the Address Provider Priority

To view and change the address resolution priority, follow these steps:

Outlook 2000

1. On the Tools menu, click Services.
2. In Services, click the Addressing tab. The address list priority is displayed in the When sending mail, check names using these address lists in the following order list.
3. To permanently change the address list priority, click an address provider and then click the arrows to arrange the address providers in the order you want to have addresses resolved.

Outlook will resolve the name to the first address it matches based upon the address order.

Outlook 2003

1. On the Tools menu, click Address Book
2. In Address Book Application, from the Tools menu choose Options. The address list priority is displayed in the When sending mail, check names using these address lists in the following order list.
3. To permanently change the address list priority, click an address provider and then click the arrows to arrange the address providers in the order you want to have addresses resolved.

Outlook will resolve the name to the first address it matches based upon the address order.

Appendix C: How DAB works via Proxy.

The Address book downloader uses the BITS download service to update the address book.

By default BITS first tries to connect to the server directly. If this connection fails it tries to connect to the server via the proxy server. The Proxy server and Port information is retrieved from the IE configuration. BITS attempts a unauthenticated access via the proxy. If this fails, it uses the Authentication information provided on the DAB User information configuration page.

You can also by pass the use of proxy by un-checking the Use proxy during address book information download.

Mithi Connect Desktop Address Book 1.0.0.13

User information | Client information | Desktop Address Book data | Logs | Maintenance

User Information
Enter your complete email id eg: swg@mithi.com
The email id is used for authentication as well as troubleshooting purposes.

Email ID:

Specifies the Domain Name which contains the Address Book.
You can get this information from your system administrator.

Domain:

Specifies the Domain Name or IP Address of the server for downloading Address Book updates.
You can get this information from your system administrator.

Server:

Proxy

☒ Use proxy during address book information download

☒ Use authenticated Proxy to download the address book information

The Desktop Address Book uses the proxy settings of the Internet Explorer.
The following fields specify that the access to the server is via a authenticated proxy.
Enter the proxy account information below.

Account:

Password:

OK Cancel Apply

Appendix D: How do I change the data folder of DAB?

1. Double click on the DAB icon on the system tray to launch the DAB address book configuration dialog
2. Click on the Maintenance tab
3. Click on the Set Store Folder button
4. A Browse for folder dialog will pop up. Choose the folder for storing DAB data. You can create the folder using the Make New Folder button.
5. Click on OK
6. Click on OK to the apply the configuration and close the DAB configuration dialog
7. Restart DAB
8. If MS Outlook is running, restart MS Outlook.

